



Personal Tutoring Policy



Scope: All taught programmes leading to an award of City, University London

To be read in conjunction with: Programme Handbook, [Student Charter](#), [Student Contact with Teaching Staff Beyond Formal Learning Opportunities Policy](#), [Taught Student Attendance and Engagement Policy](#), [1:1 Student Support Policy](#)

Summary: This policy provides the principles and purpose of personal tutoring at City. It also sets out the baseline responsibilities of personal tutors providing support and of students in accessing personal tutoring. This policy will apply to partnership provision unless specific alternative arrangements have been agreed between City and the partner institution and included in the Memorandum of Agreement for the partnership and student handbooks.

Date approved/re-approved:

Revised July 2023

Amendment December 2017

Amendment July 2016

Previously approved September 2015

Date for review:

To be reviewed by the end of 2024/25 academic year, with allowance for minor updates, as required.

Effective from: 01 September 2023

Equality and Diversity Statement

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

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| Policy Title | |
| Personal Tutoring Policy | |
| Policy Enabling Owner and Department | Responsible for Implementation and Department |
| Department of Learning Enhancement and Development | Department of Learning Enhancement and Development |
| Approving Body | Date of Approval |
| Senate | 12 July 2023 |
| Last Reviewed & Version | Review Due Date |
| July 2023 | July 2025 |
| Publication of Policy (<i>tick as appropriate</i>) | |
| For public access online (internet)? <input checked="" type="checkbox"/> | For staff access only (intranet)? <input type="checkbox"/> |
| Website Link: https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations | Intranet Link: https://studenthub.city.ac.uk/help-and-support/support-within-your-school |
| Storage of Policy (<i>Previous versions of the policy must be stored in the drive by the author</i>) | |
| Drive Address: S:\QUAD\Quality Manual | |
| Queries about this policy should be referred to | |
| LEaDinfo@city.ac.uk | |

Purpose and aims:

To help you navigate the academic aspects of student life and support your progress, you will be allocated a named member of academic staff as your personal tutor.

Your Personal Tutor is there for you to talk to about how you are getting on during your studies. They are a key point of contact throughout your programme, providing advice and guidance about the academic aspects of your student experience.

This includes support with settling into life at City, your academic progress and making the most of the extracurricular opportunities available to you.

Your Personal Tutor has knowledge, experience, and insight that will be beneficial as you progress through your programme. Your Tutor will also be able to help you think about your future beyond City such as support you can access regarding further study options or your employability.

You should keep in touch with your Personal Tutor and access the support on offer from them which can help you overcome challenges affecting your studies and support you to succeed. This may include signposting you to other services.

We are committed to ensuring that contact with your Personal Tutor is helpful and adds value to your educational experience.

This policy sets out our approach to personal tutoring including the responsibilities of staff and students in ensuring its effectiveness.

In this policy, “You”, or “your” refers to the student; “we”, “us” and “ours” refers to City, University of London.

This policy applies to all foundation, undergraduate and taught postgraduate students at City. [Senate Regulation 24](#) sets out provision for postgraduate research students.

Detailed information about personal tutoring arrangements for your programme, including how to access your Personal Tutor, are included in your programme handbook. Please also see the range of resources on [Student Hub](#) to help you get the most from the support provided by your Personal Tutor.

Principles of Personal Tutoring

The following features ensure that personal tutoring is high quality and effective in providing the support to help you to be successful in your studies:

- Personal Tutors are members of academic staff who have been prepared for their role and have sufficient knowledge of your programme and level of study to provide informed support for your learning journey. Personal tutoring is recognised as a valuable part of an academic’s role.
- Your Personal Tutor will support your success by providing programme-specific and educational advice and by signposting other relevant services and resources that are available to you.

- Wherever possible we will ensure you are paired with tutors from your School for the duration of your studies. This means that you will be supported by an academic with a specific interest in and understanding of your programme.
- Personal tutoring is a collaborative process requiring both you and your tutor to meet the expectations set within this policy. You are expected to keep in contact with your Personal Tutor and take up the support and advice provided.
- Arranged meetings with your Personal Tutor could be on an individual basis or with a group of students from your programme at key points during your student journey.
- Personal Tutors work alongside a wide range of academic and professional staff who are here to support you in your academic studies. You can find out more about the support on offer and how to access it in the [1-1 Student Support Policy](#).
- School Boards of Studies oversee the quality and consistency of personal tutoring. Student Experience Board oversee the overall delivery of this policy.
- It is the responsibility of the Deans of Schools (or their nominee) to ensure that everything is in place in their Schools to make this policy work. School Boards of Studies oversee the quality and consistency of personal tutoring. School Heads of Department (or equivalent) oversee the local management of Personal Tutors.
- City's Professional Services support colleagues in Schools with this work including the provision of relevant guidance, advice, training and support to personal tutors.

Responsibilities of your Personal Tutor

Your Personal Tutor will support you by:

- being accessible, approachable, and someone with related academic interests/background
- ensuring you know how to contact them,
- being available to see you through group and individual meetings,
- actively listening and providing a safe, non-judgemental space where you can talk about your progress and be heard,
- providing general feedback and supporting your overall academic development
- helping you to develop reflective and independent learning strategies,
- offering academic guidance including help with module selection, academic skills and study tips
- helping you to make the most of the opportunities on offer at City,
- signposting you to specialist support if needed
- providing advice about your studies, including where these are directed to a particular profession and sharing, where applicable, professional networks
- helping you to think about your future beyond City which may include support for your personal development and career planning,
- being informed if you do not attend timetabled teaching activities and contacting you either directly or through appropriate support staff to understand why this is.
- providing you with an academic reference for future employment, training, or study.
- respecting your confidentiality, however, there may be times when, due to an immediate concern for your welfare, City will take appropriate steps to ensure your safety and wellbeing. This may mean discussing your case with appropriate

sources of support, such as Safeguarding or Student Health & Wellbeing. Where possible, the tutor will always attempt to ask you first, explain the reasons for this and work to agree with you about who the information should be shared with.

Areas which fall outside the remit of the Personal Tutor are:

- decision making. Your Personal Tutor can provide advice and guidance, supporting you to make informed decisions in relation to your academic studies but they cannot make decisions for you.
- providing specialist or specific medical/health advice to you. This includes counselling, which is available through the Health and Wellbeing Service instead. You should contact your GP for issues with your health.
- offering expert immigration or specific financial advice to you. This support is available through Support@City.

Your responsibilities

You will benefit most from the support on offer by:

- proactively keeping in touch with your Personal Tutor so they are aware of your progress throughout your programme. This might be face to face, online, phone or by email as agreed with them.
- attending all arranged individual and group meetings. If you are unable to be there you must let your personal tutor know in advance and arrange to reschedule.
- participating and engaging fully in all sessions. This may mean that you do some preparation for the meeting in advance.
- proactively contacting your personal tutor when you experience any difficulties with your studies as soon as possible so they can help you to find the most appropriate support.
- agreeing with your Personal Tutor how the outcomes of your discussions will be taken forward.
- acting on the advice and guidance provided by your Personal Tutor, including accessing other support that they recommend may be of benefit to you.
- always responding to a request for a discussion about your attendance and engagement with your modules or overall programme so that your situation can be understood.
- providing your Personal Tutor with relevant information when you are asking for help or a reference.

Record Keeping

A record of meetings with your Personal Tutor is kept, to track progress with your learning goals.

You and your Tutor will agree which of you will take the record and you will agree the content of the record together. The level of personal detail included in each record will be agreed between you and your Personal Tutor.

Electronic records of key details are kept. These records will be stored in a central and secure repository.

Records will only be accessed by those whose role requires this and confidentiality of the information will be maintained. However, there may be occasions when it is necessary for someone other than your personal tutor to access your information to help you if your allocated Personal Tutor is absent for a period of time.

Use of Student Data

City is committed to handling data with care and ensuring compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) which set out the legislative framework for managing personal data. We collect data for the purposes of supporting your academic progress, attendance and engagement with teaching and learning opportunities and for monitoring trends. This includes activity in teaching and learning systems and registering attendance at teaching venues. Your Personal Tutor may have access to your attendance and engagement record as well as your assessment results and career readiness information (where available). This information helps your Tutor assess how you are getting on and the support that you might need.

If you are not actively engaging with your studies, City may contact you to offer support and signpost you to services to help you succeed. City processes personal data in accordance with the UK GDPR and the Data Protection Act 2018. Attendance and Engagement monitoring data will be retained in accordance with City's Student Records Management Policy and Retention Schedule and shall not be used or shared for any other purposes. De-identified aggregate data may be used for analytical purposes in order to generate reports related to student attendance and engagement. For more information about your personal data that we collect and how we use this, please see the [Privacy Notice for students](#).

Monitoring and Review

The Student Experience Board is responsible for university oversight of this policy.

The School Board of Studies is responsible for overseeing the effectiveness of personal tutoring within your School and will:

- Ensure that academic personal tutoring is operating in line with this policy, and that any additional local arrangements for personal tutoring are outlined in your programme handbook.
- Monitor and review engagement with academic personal tutoring and undertake an annual review of the quality of personal tutoring via the Annual Programme Evaluation process.
- Refer information on both good practice and issues you have raised via the School Student Experience Committee. Annual reports will be considered by the Student Experience Board.
- Ensure there is a personal tutoring system in place for all programmes involving partner institutions. Specific arrangements for academic personal tutoring for partnership programmes will be set out in your student handbook and in the Memorandum of Agreement for the partnership.