

# Personal Tutoring Bulletin

Queen's University Belfast

9/9/2011

Bulletin 2

## Updated Personal Tutor Guide 2011

The Personal Tutor Guide (first produced in 2008) has been updated to include examples of local schemes that are successfully engaging students. Including reasons for students to value the scheme and recognising their increasing maturity, as they progress, are important aspects of these schemes. The student's plan to enhance their employability is a common and appropriate theme to include from Level 2 onwards. The Key Elements of the Scheme and the roles of Personal and Senior Tutors are largely unchanged (only minor modifications reflecting developments in Degree Plus and the PDP e-portfolio have been made). The 2011 Guide also includes updated information on student support and referral issues (including some specific points relating to international students).

There is evidence, from student surveys, that there are now many examples of schemes within Queen's that students consistently engage with and value. The 3 exemplar schemes shown in the Guide are not formally linked to professional body requirements for undergraduate mentoring or PDP. Each does, however, include a locally designed structure that relates to the course and supports for skill and career development.

The information on referrals has also been updated and extended to provide further guidance about relevant aspects of the Student Care Protocol, and issues surrounding Data Protection Legislation and Confidentiality. An e-version of the 2011 version of the Guide, plus this bulletin, are available on the Personal Tutoring web-page (accessible via the Staff Gateway).

## Modifications to Students' Union Diary for 2011

Staff from the Student Guidance Centre (SGC) have been working with the Students' Union to produce a joint student diary for the first time this year. The diary, which includes a year planner, will be distributed to all students at enrolment. It provides information on Personal Tutoring and SGC Supports and students will be encouraged to use the diary to plan their studies and activities more effectively. It may also be useful for them to bring this along to Personal Tutor meetings to note any goals or actions they agree and to use it to help them keep a note of submission dates, coursework peaks and troughs, revision plans, placement periods etc.

### Forthcoming Careers, Employability and Skills Events for Students

**25<sup>th</sup> October:** Administration, Finance and Management Fair \*\*

**26<sup>th</sup> October:** Engineering & IT Fair

**9<sup>th</sup> November:** Law Fair

**16<sup>th</sup> November:** International Experience Fair\*\*

**23<sup>rd</sup> November:** Environment and Agri-Food Fair

*(\*\* fairs that are open to students of all disciplines)*

Please see Events Calendar at [www.qub.ac.uk/careers](http://www.qub.ac.uk/careers) for further details.

## Learning Development Service Update

A programme of academic skills workshops will take place in the McClay library throughout the year. Additional workshops can be held, on request, in your School. Please contact [lds@qub.ac.uk](mailto:lds@qub.ac.uk).

If your students express an interest in starting a peer mentoring scheme please contact Angela on [a.mcquade@qub.ac.uk](mailto:a.mcquade@qub.ac.uk).

Due to demand, maths support will increase in Semester 1. Maths resources are available in the LDS area of the SGC. Please contact Tim for more information [tim.crawford@qub.ac.uk](mailto:tim.crawford@qub.ac.uk)

If you are interested in developing writing skills resources for your students please contact Paula on [p.moran@qub.ac.uk](mailto:p.moran@qub.ac.uk)

To refer a student for one-to-one support please phone 3618 or online <http://www.qub.ac.uk/directorates/sgc/learnin>

## SUMMARY REFERRAL ACTION CHART

Personal Tutor Action	Examples of possible referrals.
<b>Academic difficulty</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Establish that the issue falls within your remit</li> <li>• If outside your remit, refer to appropriate specialist support</li> <li>• If the issue falls within your remit, make suggestions as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Student is academically “at risk” – Adviser of Studies (speed of referral is particularly important here)</li> <li>• Specific issues relating to module, course or academic regulatory matters must be referred to the Adviser of Studies</li> <li>• Difficulties with an element of a module – Module Co-coordinator or lecturer</li> <li>• Student requiring individual support with a fundamental academic skill (e.g., numeracy, essay writing or coping with examinations) – refer to the Learning Development Service: Student Guidance Centre 9097-3618, <a href="mailto:lds@qub.ac.uk">lds@qub.ac.uk</a></li> <li>• International Student Support 9097-3899, <a href="mailto:iss@qub.ac.uk">iss@qub.ac.uk</a> (Please note, Personal Tutors must not get involved in any discussions regarding visas)</li> <li>• Senior Tutor</li> </ul>
<b>Personal difficulty</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Offer help through referral</li> <li>• Refer with student’s agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Student Guidance Centre (Counselling Services 9097-2727. Note: Outside of 9-5 on Monday to Friday, students can avail of 24 hour telephone counselling support on <b>Lifeline Freephone 0808 808 8000</b>)</li> <li>• University Health Centre (Lennoxvale, 9097-5551)</li> <li>• SU Education &amp; Welfare Adviser – including advice regarding academic progress/appeals and accommodation issues (Brian Slevin 9097-1135/3106 <a href="mailto:b.slevin@qub.ac.uk">b.slevin@qub.ac.uk</a>)</li> <li>• SU Advice Centre Manager and Financial Adviser (Connie Craig 9097 1049 <a href="mailto:connie.craig@qub.ac.uk">connie.craig@qub.ac.uk</a>)</li> <li>• Disability Services (9097-5250)</li> <li>• International Student Support (9097 3899, <a href="mailto:iss@qub.ac.uk">iss@qub.ac.uk</a> )</li> <li>• Senior Tutor</li> </ul>
<b>Careers and Employability matters</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Suggest student seeks specialist advice</li> <li>• Refer with student’s agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Careers, Employability and Skills for help with all career development matters including: career guidance, information on employers, employment options (part-time, vacation, placement and graduate), career implications of module choices and programmes/opportunities to develop employment skills and further study options.(028 9097 2727, Email: <a href="mailto:careers@qub.ac.uk">careers@qub.ac.uk</a>)</li> <li>• School Placement Officer, where relevant, for placements that are internally organised within a course</li> <li>• Students’ Union Enterprise Coordinator: Advice on starting a business and other enterprise and employability opportunities. Denise Murtagh (Collins) ext 1065 or <a href="mailto:enterprisesu@qub.ac.uk">enterprisesu@qub.ac.uk</a></li> <li>• Senior Tutor</li> </ul>
<b>Financial difficulty</b>	
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Suggest student seeks help</li> <li>• Refer with student’s agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Student Guidance Centre (Income and Student Finance) (9097-2767)</li> <li>• SU Advice Centre Manager and Financial Adviser – including advice regarding loans, fees and hardship funds (Connie Craig 9097 1049 <a href="mailto:connie.craig@qub.ac.uk">connie.craig@qub.ac.uk</a>)</li> <li>• SU Money Management Adviser – including advice regarding overdrafts, arrears payments and budgeting (Debbie Forsey 9097 1166 <a href="mailto:d.forsey@qub.ac.uk">d.forsey@qub.ac.uk</a>)</li> <li>• Senior Tutor</li> </ul>