

Personal Tutoring Bulletin

Queen's University Belfast

September 2013

Bulletin 6

Student Union Campaign to encourage student engagement with Personal Tutoring

Queen's Students' Union has supported Personal Tutoring as significant support opportunity offered to students since the introduction of the scheme in 2008. This year, the Union will be running a publicity campaign to highlight the benefits of personal tutoring to students and to encourage them to engage with it in greater numbers. The campaign has been planned in partnership with the Directorate of Academic and Student Affairs.

What will happen and when?

The Students' Union will be advertising their support for the personal tutoring and encouraging students to attend meetings when invited during their induction talks and training for School/Course Representatives within the first few weeks of term. With input from DASA, they will also be designing and preparing some promotional materials. These shall include some key messages to encourage students to value personal tutoring as a support opportunity that is not simply intended as a resource for those in difficulty. A variety of media shall be used to distribute the messages which shall be made available via plasma screens, Facebook, Twitter and the SU website.

School based staff briefings for Personal Tutors in their School

DASA is also offering all Schools a "Refresher Briefing for Personal Tutors". Any School or Discipline that would like to arrange for support from DASA in delivering these sessions can contact Eimear Gallagher for further information and assistance e.gallagher@qub.ac.uk

Points to focus on in discussions with Level 2 students

Schools that are the most successful in continuing to engage students at Level 2 do so by changing the theme of conversations at this stage. Discussions centre on preparations for significant course milestones arising at the end of Level 2, such as a Placement or Year Abroad. Other successful variants focus on encouraging the student to reflect upon and engage with opportunities to enhance their employability.

What you can do:

- Check that your students have registered on Careers Events and Vacancies software. Those who have not yet done so can do this by following the link on the front page of the Careers, Employability & Skills (CES) website at www.qub.ac.uk/careers
- Ensure that your students are aware of significant employability enhancement opportunities such as [Degree Plus](#), Exchange and Study Abroad opportunities (e.g. Erasmus), relevant Study Tours and/or major programmes such as Insight into Management or the Frontrunner Leadership Programme. Again CES can help with this by providing embedded workshops to support the Personal Tutoring teams in developing this theme.

SUMMARY REFERRAL ACTION CHART

Personal Tutor Action	Examples of possible referrals.
Academic difficulty	
<ul style="list-style-type: none"> • Listen • Establish that the issue falls within your remit • If outside your remit, refer to appropriate specialist support • If the issue falls within your remit, make suggestions as appropriate 	<ul style="list-style-type: none"> • Student is academically “at risk” – Adviser of Studies (speed of referral is important) • Specific issues relating to module, course or academic regulatory matters must be referred to the Adviser of Studies • Difficulties with an element of a module – Module Coordinator or lecturer • Student requiring individual support with a fundamental academic skill (e.g., essay writing, referencing, time management, exam preparation, maths and statistics) – refer to the Learning Development Service: Student Guidance Centre 9097-3618, lds@qub.ac.uk, www.qub.ac.uk/lds • International Student Support 9097-3899, iss@qub.ac.uk (Please note, Personal Tutors must not get involved in any discussions regarding visas)
Personal difficulty	
<ul style="list-style-type: none"> • Listen • Offer help through referral • Refer with student’s agreement <p>(Also see “Staff Guide to Student Care” on Page 45 of the Guide for Personal Tutors)</p>	<ul style="list-style-type: none"> • Staff queries about student well-being issues or concerns – Student Affairs Office 9097 - 2806 • Counselling Service Appointments – Freephone 0808 800 0016 Outside of 9-5 on Monday to Friday, students can avail of 24 hour telephone counselling support on Freephone 0808 800 0016 • University Health Centre (Lennoxvale, 9097-5551) • SU Education & Welfare Adviser: academic progress/appeals and accommodation issues (Agnes Crawford, 9097-1135 or agnes.crawford@qub.ac.uk). • SU Advice Centre Manager and Financial Adviser (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • Disability Services (9097-5250) • International Student Support – including issues relating to visas, culture shock, cultural difficulties, homesickness (9097 3899, iss@qub.ac.uk)
Careers and Employability matters	
<ul style="list-style-type: none"> • Listen • Suggest student seeks specialist advice • Refer with student’s agreement 	<ul style="list-style-type: none"> • Careers, Employability and Skills for help with all career development matters including: career guidance, employer information, employment options (part-time, vacation, placement and graduate), career implications of module choices and programmes/opportunities to develop employment skills and further study options. Students can be referred to Careers at the Guidance Centre or contact careers directly via the e-guidance facility on the website www.qub.ac.uk/careers. • School Placement Officer, where relevant, for placements that are internally organised within a course • Exchange and Study Abroad team: Advice on opportunities to study abroad under the Erasmus, University Exchange and Study USA programmes. Ext 5255, email erasmus@qub.ac.uk, website www.qub.ac.uk/erasmus • Students’ Union Enterprise Coordinator: Advice on starting a business and other enterprise and employability opportunities. Denise Murtagh (Collins) ext. 1065 or enterprisesu@qub.ac.uk
Financial difficulty	
<ul style="list-style-type: none"> • Listen • Suggest student seeks help • Refer with student’s agreement 	<ul style="list-style-type: none"> • Student Guidance Centre (Income and Student Finance) (9097-2767) • SU Advice Centre Manager and Financial Adviser – including advice regarding loans, fees and hardship funds (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • SU Money Management Adviser – including advice regarding overdrafts, arrears payments and budgeting (Debbie Forsey 9097 1166 d.forsey@qub.ac.uk)