

## **Role and Responsibilities of the Personal Tutor at Wrexham Glyndwr University**

The following provides an outline summary of the role and associated responsibilities of the Personal Tutor at Wrexham Glyndwr University. The Personal Tutor is a long-standing and sector-recognised role for academic staff. In common with the majority of UK universities, all students at Wrexham Glyndwr University are allocated a Personal Tutor whose main responsibility is to act as the first point of contact for their personal students and to provide pastoral and academic support throughout their studies at the University. It is a vital role to support student engagement and retention, and to help every student to success to the best of his or her ability.

### **Responsibilities of the Personal Tutor**

The main responsibilities of the Personal Tutor include the following:

- To develop and maintain a safe, confidential and supportive relationship with their personal students
- To provide advice, support and guidance to personal tutors on matters related to academic work, progress and personal development
- To act as the first point of contact for their personal students and to provide personal, regular contact for the student throughout the academic year
- To represent the student to the University, and the University for the personal student
- To maintain effective communication with other support services on behalf of personal students
- To have oversight of each personal student's personal and academic progress and engagement throughout their studies at Wrexham Glyndwr University.

The responsibilities of the Personal Tutor are counted within the overall professional role of academic staff, with allocated time to support the range of duties outlined below.

### **Duties of the Personal Tutor at Wrexham Glyndwr University**

The Personal Tutor at Wrexham Glyndwr University is expected to do the following:

- Make initial contact with the Personal Student as soon as nomination is confirmed. Students are generally allocated a Personal Tutor during Induction week, although this may be delayed. The Personal Tutor should make contact through email or use of the Moodle VLE: use of text, social media or direct telephone contact is less appropriate for initial contact.
- From initial contact point onwards the Personal Tutor should arrange to have **at least three formal** meetings for his/her personal students within each academic year. Appointments should be set and confirmed in advance, and should be held in an appropriate location to ensure confidentiality of discussions.
- Through such meetings the Personal Tutor should have oversight of each personal student's academic progress, attendance on the programme and help students think beyond the course to actively participate in university life.

- Support student engagement and monitor overall academic progress. This may include review of assessment outcomes, attendance, study skills, and overall engagement in the programme to ensure that each student is on track for successful completion.
- Provide advice and guidance, as appropriate, to support the academic and professional development of personal students, including opportunities to support career development and training opportunities, options for further study and/or future employment.
- Provide personal and pastoral support as appropriate, but also act as first point of contact for further referral or intervention by other professional support colleagues or agencies as and where appropriate. Details of personal, financial, medical or related issues and concerns may be brought to the attention of the Personal Tutor, but it is not the task or duty of the Personal Tutor to attempt to resolve issues or concerns which lie outside their direct professional training, competence or responsibility.
- Provide regular and on-going report and feedback, as appropriate and as required, to academic and support colleagues on the overall progress and status of their personal students. This includes reporting back through departmental 'Checkpoint' sessions, to respond to requests for detail or confirmation from central University departments, and/or to formally represent personal students and their interests as appropriate.

### **Professional Accountabilities of the Personal Tutor at Wrexham Glyndŵr University**

The role of the Personal Tutor is a professional role and brings with it certain professional requirements and expectations in relation to confidentiality and respect of the tutor/student relationship. A Personal Tutor at Wrexham Glyndŵr University is therefore expected to work in accordance with the following requirements:

- At all times respect the student's right to confidentiality, to make this general right clear to the student, and to get permission from the student should it be necessary to discuss his/her difficulties with others, unless facing an urgent situation where there is a risk of harm to the student or to others.
- Respect the student's right to change their personal tutor and inform the student that s/he is entitled to do so, and how to go about this.
- Maintain professionalism and respect in the oversight of student progress and academic development
- Keep appropriate records of personal students within your care, and ensure that such records can be made available if and where needed to support students. Records should be kept in accordance with University guidelines on record keeping and confidentiality.
- Act promptly and efficiently in addressing any issues or concerns which are brought to your attention and, if they cannot be dealt with through direct personal intervention, ensure that they are brought to the attention of other academic or support colleagues who may be able to provide effective help and support. This includes referral to other support departments such as Student Services, Study Skills, Finance and Welfare or the Students' Union.

Dr Claire Taylor  
Deputy Vice Chancellor  
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