

What is a Personal Tutor?

Your Personal Tutor is an academic member of staff who is assigned to you by your Department. They are your first point of contact for discussing your academic progress and development, and for seeking guidance around Departmental and University regulations and policies, and development opportunities. Personal Tutors can also signpost and refer you to central student support services (disability services, counselling services, and mental health and wellbeing).

Meetings and Expectations

You will have a recorded meeting each term (3 per academic year) with your Personal Tutor where you will discuss your academic progress and development. In advance of this meeting, you may be asked to fill out and submit academic progress and development forms via Tabula. You will find these on your Department's webpages. These are designed to help you reflect on your progress and to create a meaningful discussion between you and your tutor. You can also see your Personal Tutor for unscheduled meetings in their office hours and contact them via email. If contacting a Personal Tutor via email you should expect a response within 2 working days. After this time, you should contact the Departmental Senior Tutor. Please be aware that Personal Tutors are unable to respond to emails outside teaching hours and over weekends.

The Role of the Personal Tutor

- The personal tutoring relationship is founded upon professional principles. The Personal Tutor supports the Personal Tutee's academic progress and development, and can help them navigate Departmental and University regulations and policies.
- Personal Tutors are not qualified to act as counsellors or to offer personal tutees other forms of medical or financial advice. However, they can listen to problems and will help to direct personal tutees to appropriate University services where the staff have the specialist expertise to help them with specific issues.
- The Personal Tutor will encourage personal tutees to think and make decisions independently.
- Personal Tutors will explain more about personal tutoring and their specific ways of working in the first Personal Tutor meeting.

Institutional Personal Tutoring Arrangements

- Your Personal Tutor may change during your degree. In such cases, your personal tutoring record will be transferred to your new Personal Tutor.
- Complex issues may be referred on to Senior Tutors and the Dean of Students Office.
- Students can raise concerns about personal tutoring with Senior Tutors, the Faculty Director of Student Experience, and their Departmental and Faculty Student's Union Representatives.

Pastoral Support and Central University Services

Wellbeing. The University offers a range of wellbeing support services. Wellbeing support services encompass: Student Support, Mental Health and Wellbeing, Disability Services, and the Counselling Service. You can contact wellbeing support services for general pastoral advice and referral via this web page: <https://warwick.ac.uk/services/studentssupport/contact/>. Alternatively, you can call **024 7657 5570** or email: studentsupport@warwick.ac.uk

Other forms of Practical Pastoral Support. Specialised financial, residential, medical, and pastoral support, are also available through the Student Union Advice Centre, Student Funding, Residential Life, Health Centre and Living Well at Warwick. For more information see: <https://warwick.ac.uk/services/supportservices>

Emergencies. In an emergency situation (including mental or physical health emergencies) you can call the fully trained **Campus Security team** on **024 7652 2083**. The Campus Security team are available 24 hours a day.