

Arrangements for Personal Tutor and Additional Postgraduate Link Tutors

Introduction

The following document describes the role and responsibilities of Personal Tutors and for Additional Postgraduate Link Tutors. The document combines the arrangements for Personal Tutors for all learners at St Padarn's as agreed by the Academic Board (at the meeting on 19 January 2021) and the arrangements for Additional Postgraduate Link Tutors for postgraduate learners as agreed by the Academic Board (at the meeting on 23 March 2022).

Personal Tutor Arrangements

The role of the Personal Tutor is:

- To provide a first port of call for learners' queries or direct them to the relevant person within St Padarn's
- To be available to assist learners in their academic development
- To work with the learner in partnership
- To reinforce learner understanding of expectations as well as institutional policies and regulations
- To offer general pastoral support and refer / signpost learners to specialist learner support and advice services
- To be available, subject to reasonable expectations, by phone, email, or in person during working hours
- To offer informed advice about programmes and modules and signpost further information
- Liaising, as appropriate, with other staff that support learners
- Providing an additional channel for learners to provide feedback and raise queries

Allocation of Personal Tutors

All learners following accredited programmes within St Padarn's will be allocated a Personal Tutor at the beginning of their period of study. The allocation of Personal Tutors is the responsibility of the Programme Leader for the programme on which the learner enrolls. For learners enrolling on a postgraduate programme, the Programme Leader will perform the functions of the Personal Tutor as described above, and learners will be further supported by the Additional Postgraduate Link Tutor for that programme.

Welsh Language

All learners may have a Welsh speaking Personal Tutor. Requests should be emailed to the Programme Leader on registration.

Change of Personal Tutor

All learners may request a change of Personal Tutor without need of explanation. Requests should be emailed to the Programme Leader.

Code of Practice for Personal Tutors

The success of the personal tutor system at St Padarn's can be attributed, very largely, to the excellent informal relationships that exist between staff and learners and to the commitment of staff to the welfare of learners. The code of practice for personal tutors reflects this ethos of support.

Learner Entitlement

A learner is entitled to expect that his/her Personal Tutor will:

- Work with the learner in his/her best interest
- Treat each learner as an individual who has unique needs and aspirations
- Respect personal information, and only to share information with others as is strictly necessary, and with the utmost sensitivity
- Promote personal growth and the development of each learner
- Offer impartial information, advice and guidance on any matters affecting the learner's relationship with St Padarn's
- Liaise with others to organise support for any identified learning needs
- Make himself/herself available at agreed times for consultation

Personal Tutor Entitlement

A Personal Tutor is entitled to expect that St Padarn's will:

- Place high priority on the value of personal tutors
- Provide access to specialist help and assistance in dealing with particular issues
- Provide an induction into the role for all new Personal Tutors
- Offer appropriate staff development opportunities

Additional Postgraduate Link Tutor Arrangements

The role of the Additional Postgraduate Link Tutor

The key to understanding the role of the Additional Postgraduate Link Tutor (**APLT**) is the word **additional**. The APLT is not intended to cut across any of the existing ways of working on our postgraduate programmes. The 'team around the learner' of programme director, postgraduate coordinator, module leaders, learning resource and learning support staff, and the operations team, fit together in a well-honed highly relational machine, which generally functions well for learners and is continually tweaked in response to feedback.

However, there are times when things go wrong, when learners get confused or anxious, or when interpersonal relationships become awkward. This is why we have a named '**Additional Postgraduate Link Tutor**' for each programme, so that there are always two members of the tutorial team (the programme leader and the APLT) to whom learners know they can turn.

The role of APLT is:

- To be known by the learners. This involves being present for part of at least two residenceals a year, including the first residenceal for new first-year learners and being clear that you are the Additional Postgraduate Link Tutor. This does not need to involve teaching or any major input or leading worship. Introducing yourself as the APLT and being present for a few meals is quite satisfactory.
- To respond to any contact from learners promptly.
- To deal sensitively with any contact from learners. Generally, providing advice and signposting the learner to the appropriate staff member depending on what

learners are asking about e.g., about learner finance or learning resources or to the module leader or programme director. The APTL is not expected to be an expert on, or to personally handle, the issues. However, if the learner has contacted you because of concerns or interpersonal difficulties, you will need to consider carefully the best approach. You may well want to speak with the Principal or Director of Operations for advice.