

PERSONAL TUTORING IN THE PLYMOUTH
BUSINESS SCHOOL

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**PERSONAL
TUTORING
WITH
PLYMOUTH
UNIVERSITY**

PLYMOUTH BUSINESS SCHOOL PERSONAL TUTORING STUDENT HANDBOOK

2016-17

PERSONAL TUTORING



TEACHING AND LEARNING DLE



ricky.lowes@plymouth.ac.uk
Senior Personal Tutor



01752 585 711

This Handbook is to inform students of the Plymouth Business School guidelines on Personal Tutoring. Please read it carefully and keep it where you can easily find it.

Senior Personal Tutor: Ms Ricky Lowes ricky.lowes@plymouth.ac.uk Tel: 585711

This handbook belongs to:

Name			
Course			
Student ID		Year of study:	
Your Personal tutor's name:			
Office		Office hours	Tel No:



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PERSONAL TUTORING IN THE PLYMOUTH BUSINESS SCHOOL



The purpose of this short guide is to give you a brief overview of the Personal Tutoring system in the Plymouth Business School, and to answer some frequently asked questions. Should you have any additional questions, please speak to your personal tutor or contact the Senior Personal Tutor: ricky.lowes@plymouth.ac.uk You will also be able to find more information on the [Plymouth Business School Teaching and Learning Moodle site](#).

INTRODUCTION FROM THE DEAN

It is with great pleasure I introduce this handbook which provides guidance on our Personal Tutoring system. This is a very important function within the School and signifies our strong and well tested belief that personal tutors make a difference in the way you experience your learning and most importantly in helping you develop the confidence required to succeed in your future career. We have put in place an experienced team of fully committed personal tutors and a set of processes that can guide you to make the best use of this service. However, its success rests mainly upon your engagement with your personal tutors. By responding to their calls for information and meetings you create a relationship with your personal tutor that allows them to provide you with the best advice.

I take this opportunity to request your full participation in the personal tutoring scheme and your positive response to any calls for meetings and/or information.

From my side I will be working with colleagues in the Faculty of Business to provide not only the necessary resource required but also the very important appreciation of the individual and collective effort underpinning the success of such a critical service.



Professor Nikolaos Tzokas, Dean, FoB.



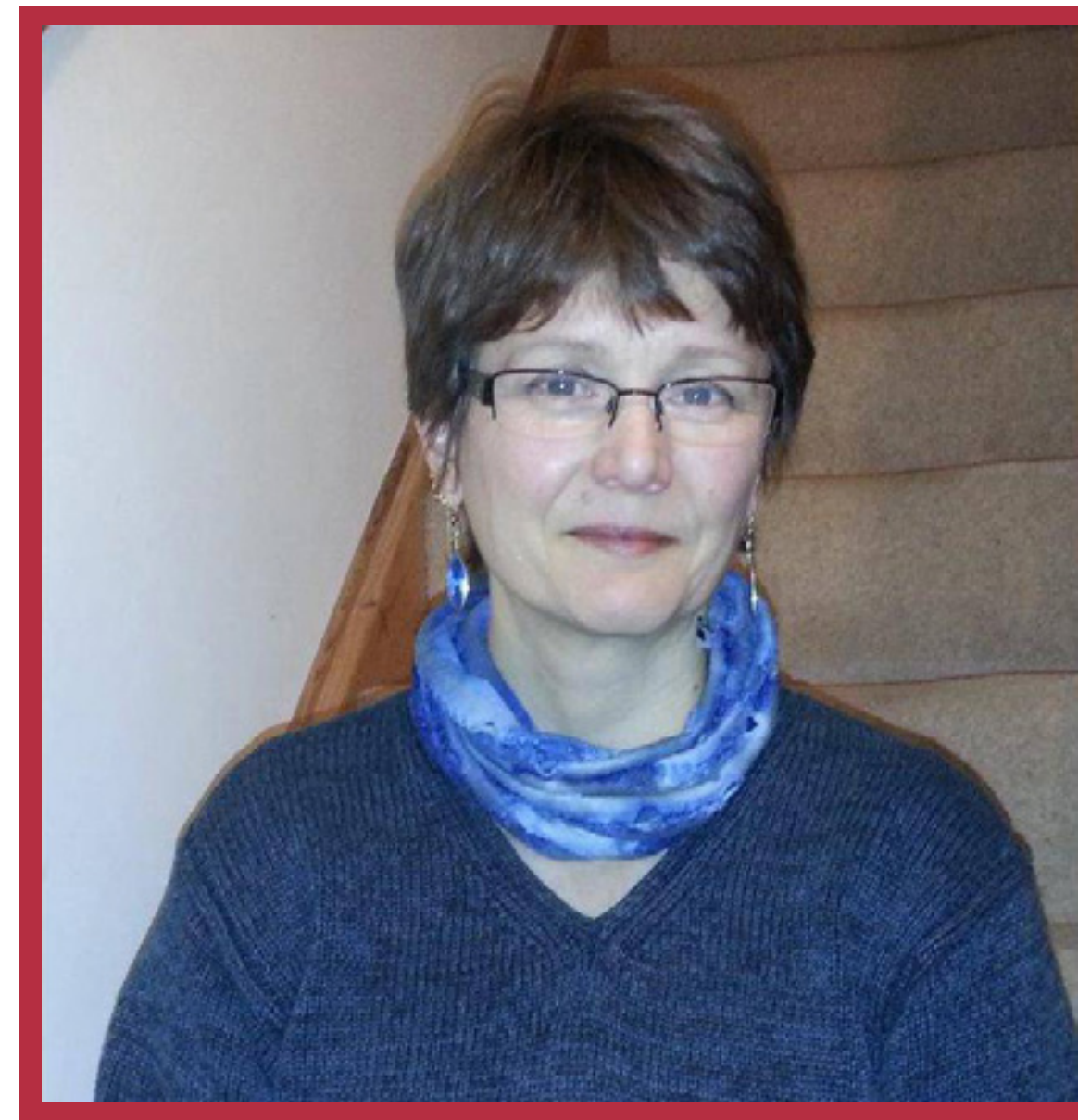
PERSONAL TUTORING IN THE PLYMOUTH BUSINESS SCHOOL



INTRODUCTION FROM THE SENIOR PERSONAL TUTOR

Personal tutors play an invaluable role in university life. This guide is produced to clarify for you what the relationship with your personal tutor can do for you. Personal Tutoring in the Plymouth Business School draws on best practice in higher education and on research done by the National Union of Students. Make sure you engage with your personal tutor and call on them for any advice or support you may need. If they cannot help you, they will know someone who can!

Good luck with your studies!



Ricky

Ms Ricky Lowes, FHEA,
Senior Personal Tutor
Plymouth Business School
Rm 241 Cookworthy Building
Telephone: 585711
Email: ricky.lowes@plymouth.ac.uk

INTRODUCTION FROM THE DEAN

INTRODUCITON FROM THE SENIOR PERSONAL TUTOR



WHAT IS A PERSONAL TUTOR?

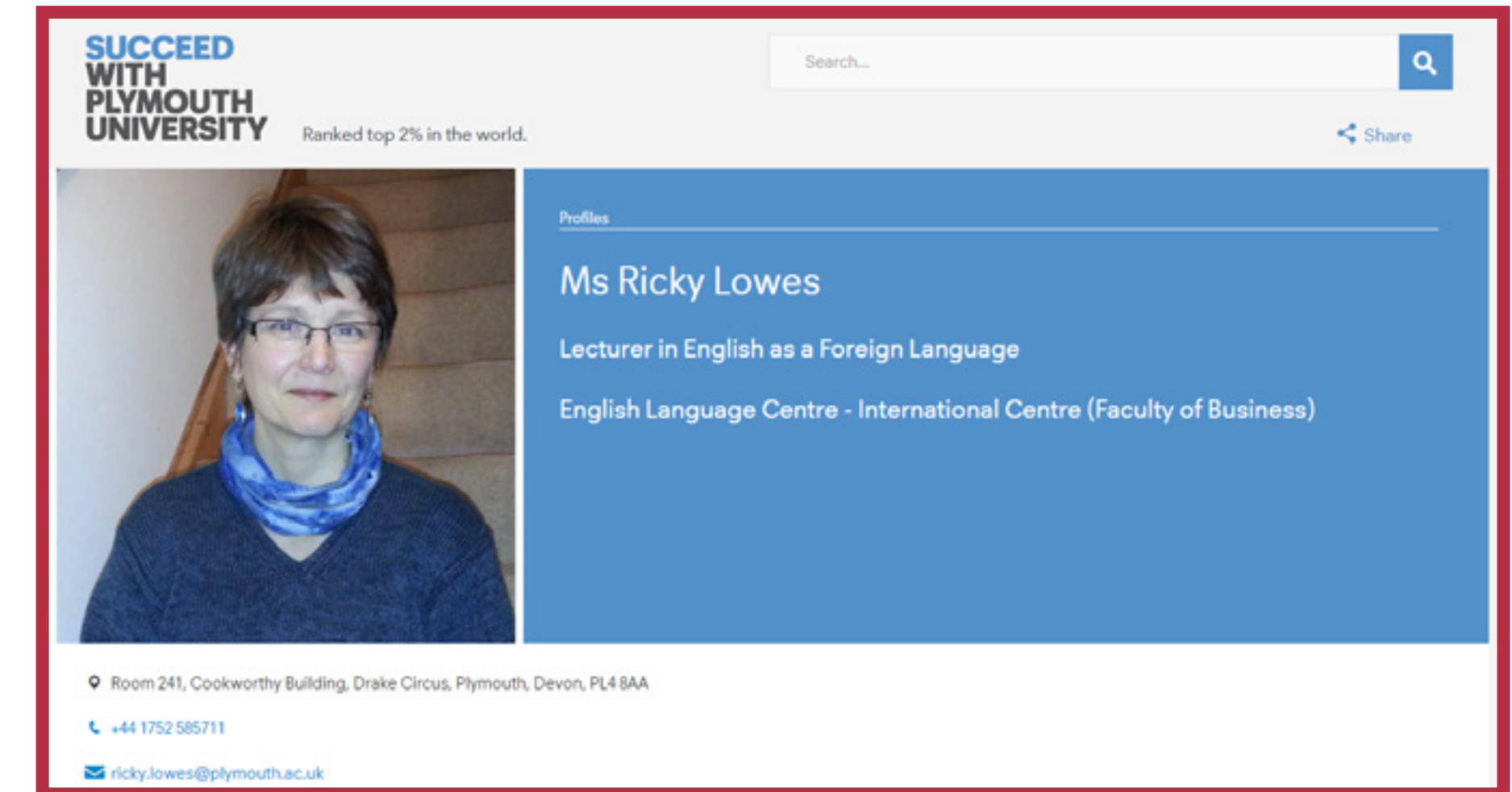
Your personal tutor is the member of staff with whom you are individually linked. They will be a consistent point of contact for you, and you can turn to them for advice and guidance on general academic matters or personal issues.

Your personal tutor can play an important role in your university experience. They can support your development while you are here, and can inform you about and help you to connect with other people and departments when you need them.

Normally, your tutor will remain linked to you throughout your undergraduate studies. However, in the case of some programmes in the Plymouth Business School, such as Marketing or Economics, the supervisor you are allocated to for your dissertation will become your personal tutor for the final year.

If you do a Placement at stage 3, your personal tutor may be your placement tutor, but we cannot guarantee this.

You should try and build a solid relationship with your personal tutor from the start of your studies. If you experience a problem or need support from your tutor at any point, it will be a lot easier if you know who your tutor is and have met them. You can find out about your tutor, or any member of staff, by visiting their personal profile pages – just enter their name into the intranet search engine (or into Google) and you should find their page. Knowledge of their teaching and research interests may give you a talking point in your first meeting that will help you get to know them. Click [here](#) to see an example of a personal profile page.



WHAT IS A PERSONAL TUTOR?

WHEN WILL I MEET MY PERSONAL TUTOR?

WHAT YOU CAN EXPECT FROM YOUR TUTOR



WHEN WILL I MEET MY PERSONAL TUTOR?

If you are a new student, you will be allocated a personal tutor prior to or during induction week.

You can find out who your personal tutor is by going to your student record on <https://s3.plymouth.ac.uk>.

If for any reason you have not been allocated a personal tutor within the first few weeks of term, please email the Senior Personal Tutor, Ms Ricky Lowes ricky.lowes@plymouth.ac.uk and she will ensure you are assigned a tutor as soon as possible.

WHAT IS A PERSONAL TUTOR?

WHEN WILL I MEET MY PERSONAL TUTOR?

WHAT YOU CAN EXPECT FROM YOUR TUTOR

Dear Angela

My name is Jenny and I am on the Business Course. I found out today that you are my personal tutor. Unfortunately, as I was accepted to the University of Plymouth last Saturday, I was unable to make the beginning of the induction week. As a result, I have missed a lot and most importantly my meeting with you

Dear Jenny

Welcome to Plymouth University! Don't worry about missing the meeting, luckily you are in my Monday tutorial group, so come along on Monday 12.00 Cookworthy 411 and I can spend some extra time with you after the session to ensure that you haven't missed out on any information.

Best wishes,
Angela



WHAT YOU CAN EXPECT FROM YOUR TUTOR?

Your tutor's role is to:

- » Help you succeed on your programme of study
- » Be a first point of contact for academic and personal support
- » Help you to access appropriate University services when needed that you might not know about

You can expect your tutor to:

- » Explain the personal tutoring system and how to contact them (e.g. if they prefer contact via email, when their office hours are, etc.)
- » Maintain communication and be available, particularly if you have a problem
- » Arrange to see you individually or in a group (sometimes a group meeting is a more effective way to share information and ideas but you should also have some individual meetings and you are entitled to request one to discuss personal issues)
- » Reply to written communications (e.g. email) normally within two working days. (Please don't expect an instant reply – lecturers are normally very busy. Also, do not expect a reply at weekends or during leave – academics, like everyone else, need a break to refuel and refresh!)

You can also expect your tutor to:

- » Offer general academic guidance (but not to replace the detailed guidance you can get from Module Leaders or Module Tutors)
- » Help you to explore and plan your personal development
- » Monitor and discuss your progress with you
- » Help you to develop effective learning strategies
- » Listen to and note any issues or problems (big or small) which are affecting your ability to study
- » Tell you how to access specialist, expert support within the University
- » Write references when you apply for jobs and courses, as long as you have met your tutor regularly and kept him or her up to date with your CV and achievements
- » Discuss your plans beyond your course, the development of your employability skills and refer you to the Careers Service for further support

A success story: I once had a student who did not perform well in his modules. We talked about learning strategies and I told him that students tend to get better marks if they spend more time working on their essays, etc. Later I got feedback from this student. He spent more time on essays, etc. and his marks improved! He was very grateful and I was happy.

-PBS Tutor



REFERENCES

Your personal tutor will normally be the person who will write you a reference for employment or further study. As long as you have kept in contact with them and updated them on your plans and progress, they should be willing to do so. Please consider carefully the references you need. You cannot expect your tutor to supply you with more than five references.

References for postgraduate study are written specifically for a university so we will not provide you with a general letter for you to send to many institutions – your tutor will send the reference directly to the university. The same is true of a reference for a job – your tutor will respond directly to a request from the employer. We do not provide you with a written testimonial, which in any case generally is not regarded as being of much value. As a general rule you should only request references from your personal tutor and not from other members of staff, unless you have worked closely with them, e.g. on a project or as a volunteer or intern.

It is good practice to inform your tutor each time you cite them as a referee. This is particularly important in the case where they may be away and will need to inform you that they will not be able to provide a reference within a certain timeframe.

If you wish your tutor to write a reference for you in support of a job application or a postgraduate study application, please provide them with:

- » The name of the university and the course OR a copy of the job advertisement
- » A copy of the personal statement you make in your application
- » A copy of the reference request form from the University or the employer (if the application/ref is not online)
- » Details of your marks/transcript from your previous college if you are a third year direct entry student
- » Anything else that you think may help them write a reference (please complete the Additional information for personal tutor for references document, which can be found on the Teaching and Learning Moodle site under Personal Tutoring for Students)

Please note that we can provide you with a maximum of five references for post-graduate study (this does not include post-graduate study at Plymouth as a reference is not needed, just put your personal tutor's name down as referee). Do remember that it is better to make a smaller number of careful applications than to send a poorly-considered application to many institutions. It is annoying for your tutor to spend time writing a reference to a particular institution to then discover you have decided against attending that course. Finally, we can provide only one academic reference from this School per application so please do not approach another member of staff.



HOW OFTEN SHOULD I SEE MY PERSONAL TUTOR?

Obviously this relationship relies upon regular contact and mutual confidence between you and your personal tutor. As a minimum, you should see your personal tutor three times a year. Normally, the initial meeting will be early in term one, the second later in term one and the third in term two, at a time and location agreed with your tutor (email is normally used to arrange/request tutorials, so please check your university email regularly).

For each of these scheduled meetings you will need to complete a Personal Tutoring Record form prior to the meeting. You can get these forms from the table in front of the Study Hub, floor 2, Cookworthy Building, from your personal tutor or you can download them from the Plymouth Business School Teaching and Learning Moodle site and complete them electronically.

You should also take the initiative to see your personal tutor whenever you have something you would like to talk over, and you should feel free to do so. You can request a tutorial by email or by visiting your tutor in their office hours.

To make personal tutoring work, both students and tutors need to make a commitment to meet. The meetings need not be lengthy or onerous, but it is crucial that they are regular and have a focus and structure.

Make sure your personal tutor knows about your achievements and skills, particularly those outside the immediate programme curriculum. This is important for when your tutor writes you a reference.

"I have several 'main' hobbies including Windsurfing, Sailing, Surfing and Kitesurfing. Although I practise all of these sports regularly, I only compete nationally at windsurfing. Currently I am ranked 16th in the UKWA slalom rankings and hoping to be able to better my results in next year's series. I am also looking forward to competing in the Student Windsurfing Association's tour this winter. "

-Student email to personal tutor



SPECIFIC ISSUES ADRESSED AT EACH STAGE OF YOUR PROGRAMME



Stage 1

Your tutor is aware that it is important for you to adjust to and settle into your programme, and activities will be planned during the first weeks of induction to help you make contacts, develop networks and make plans for this important part of your studies. Your tutor will also discuss your progress during the first term and make recommendations to you, where necessary, to help you to improve performance. Some tutors will focus early meetings with their tutees around the first pieces of coursework done as part of the first Stage One module.

Your tutor is also aware that the early part of the course can present challenges for some, and he or she can provide advice and guidance to help you to address any problems. This may be in the form of referral to people with specialist knowledge, such as the [Learning Development team](#) or the [Wellbeing Service](#).

To be successful on a degree course you need to learn appropriate study skills for Higher Education. These are not the same as those you used at A-level or on your Access course. These skills are best developed as soon as possible, so your tutor will be checking your progress in this respect and will encourage you to develop action plans to develop your skills and strategies, and maximise your potential.

"As I have not seen you this year (I emailed on 22nd Jan, but had no response), I wanted to just quickly catch up by email. I noticed that you appear not to have submitted any coursework recently, although you have had 4 deadlines since the beginning of March. I wanted to check that everything is ok with you – If everything is going well, I can understand that you may not see the need to meet up with me as your personal tutor (although it would certainly still be useful). However, your records appear to show that you have not submitted any coursework since before Christmas and I am therefore a little concerned..."

-Email from tutor



YOUR COMPETENT PROFESSIONAL PORTFOLIO



In the Plymouth Business School we encourage you focus on your personal and academic development and we provide a tool to allow you to explore, self-assess, gather evidence and reflect on how you are developing in your Pebblepad account: 'The Confident Professional Portfolio'. You should complete this gradually and share it with your tutor. It is the student's responsibility to develop the portfolio, and the tutor's responsibility to provide some help and guidance. We strongly recommend that the portfolio is a talking point at every personal tutor meeting and that you keep your tutor updated on how your skills development is going.

STAGE 2

Your tutor will continue to check your progress and discuss your plans for stage 2, reflecting on the increase in weighting of marks in relation to the final degree outcome, and discussing your potential targets.

Many of our programmes offer you the opportunity to proceed to a work placement at the end of stage 2, and your tutor will discuss this with you. Your tutor will also want to know what else you are doing to develop your employability skills and may refer you to the [Careers and Employability](#) service.

Some students join the programme having transferred or progressed from another University or College, and in those situations the tutor will check that you are settling effectively and are appropriately prepared for your studies.

"Dear all

I would like to hold an initial group meeting with you all to discuss general points which affect you all, before we arrange individual meetings. Can you please visit the Personal Tutoring webpages on the PBS Teaching and Learning Moodle site and complete the Personal Tutoring Record Form 2_1 (all will be clear when you see it). If you prefer to work on a paper copy, there are some outside the Study Hub, floor 2 Cookworthy. I would like to talk a bit about placements and your preparation for them. I shall invite along to the meeting some of my personal tutees in stage 4 who have just returned from placement to share their experiences with you. I look forward to seeing you, please confirm you will attend."

-Email from tutor



PLACEMENT YEAR

You should update your tutor at some point in the year on your progress in the placement and your plans for your future career. There may be the opportunity to meet them at the Placements Connect-Up Conference in Semester Two, when placement students return to the university, or you can simply send them an email to let them know how you are getting on.

*"Hi
I'm pleased to say I have been offered the placement!
Thanks for helping me this week."*

-Email from tutee

STAGE 1

STAGE 2

PLACEMENT YEAR

FINAL STAGE

*"Dear all
Welcome back to uni! As your personal tutor, (remember me?) I thought it might be a nice idea to have a quick social catch up for all my tutees who have returned from placement. I will be seeing you all for individual tutorials at some point early in the term, but I think it would be good to have a get together and exchange news and experiences of placement, so I suggest we meet on Monday 5-6 pm."*

-Email from tutor



Students meet their personal tutor at the Placements Connect-Up Conference March 2015



FINAL STAGE

Your tutor will help you to reflect on how you can achieve the best possible result in your studies and discuss your ambitions for after graduation.

Some students join the programme having transferred or progressed from another university or college and in those situations the tutor will check that you are settling effectively and are appropriately prepared for your studies at the final stage of the programme.

In your meetings during this final year, your tutor will consult you in order to construct an individual reference for future use. It is important that you provide your tutor with information to use in a reference and that you update them on your career plans.

Your tutor will also tell you about the Alumni association <https://www.plymouth.ac.uk/alumni-friends/alumni/connect> where you can find out about the benefits of remaining in contact with Plymouth University, and for some students the connection with their tutor will continue after graduation.

*"I'm leaving Plymouth today I just want to say a massive thanks for everything you've helped me with over these last four years. You've been great. I wish you all the best, and hopefully see you at graduation!
P.S I've had all my results back - looks like I shall have a safe 2:1! :D"*

-Email message to tutor

*"I'd just like to say it has been very nice getting to know you and having you as my tutor over the past 4 years; your continued advice and support has been greatly appreciated.
Now that university has finished, my last exam was this afternoon, I'm having a short break before going back into full time work with The Company who have just offered me a promoted role as Assistant Buyer."*

-Email message to tutor

"...you were my personal tutor during my last year of university. I hope you're enjoying your summer :) just to let you know I got a first! I officially have a first class honours degree in Business Administration. Thank you so much for encouraging me to reach for a first during my third year, was always a lovely boost of confidence when I was feeling stressed about work."

-Email message to tutor



YOUR RESPONSIBILITIES TO YOUR PERSONAL TUTOR

He or she will expect you to:

- » Respond to communication from them. To make this possible, you should check your University email at least twice a week and preferably daily.
- » Request appointments via e-mail.
- » Keep appointments, or give reasonable notice if you are unable to attend. (This is very important!)
- » Talk to them about any issues, barriers to learning, or things you need help with. It is important to do this at the time, so your tutor can provide you with the appropriate guidance or advice, and so that if later you need to take some kind of action, your tutor can confirm that you mentioned the problem at the time.
- » Understand the role of the personal tutor and its relationship with other support services. Your tutor may refer you to other specialists in the University to get expert support where appropriate.
- » Respect office hours and e-mail norms (to reply within two working days, or offer alternatives if they are away). Tutors will do their best to respond in a timely manner, but they may not always be available.
- » Give your tutor reasonable notice if you are making a request for a reference.

"Thank you for your support, yes I did receive your emails, I've just been in a bad place with everything going on, I am free next Wednesday if you have any available time spaces if not I'm free various times throughout the week so if you could let me know some times to meet I will let you know which ones I could attend."

-Email message from tutee to tutor

"Over the past few days my eczema has flared up to the point where I have been unable to sleep for the past three nights. After my exam tomorrow I am going to see the doctor, I just wanted to let you know of the situation"

-Email message from tutee to tutor



TUTORIAL MEETINGS

You should prepare for meetings with your personal tutor by:

- » Completing the required personal tutoring form before each scheduled meeting (you can get these forms from the table in front of the Study Hub, floor 2, Cookworthy Building, from your personal tutor, or you can download them from the [Plymouth Business School Teaching and Learning Moodle site](#) and complete them electronically)
- » Making a list of areas of concern or of questions you want to ask
- » Identifying things your tutor should know, e.g. difficulty, illness, or an achievement
- » Reviewing how you feel your academic work is progressing
- » Reviewing your plans for the future – you are likely to be asking your tutor for a reference at some point, so make sure that they have an up to date copy of your CV, and some idea of your career interests and what skills and competences you are focussing on developing.

"I have an issue I would like to discuss with you. A few days ago a family member passed away and it has come at the worst time; I have exams in the upcoming weeks and I'm really not sure what to do, I want to get them over with but my concentration levels, and therefore my revision has been significantly affected, I can't focus properly. I have all the extenuating circumstances information but I just wanted to talk it through with you first."

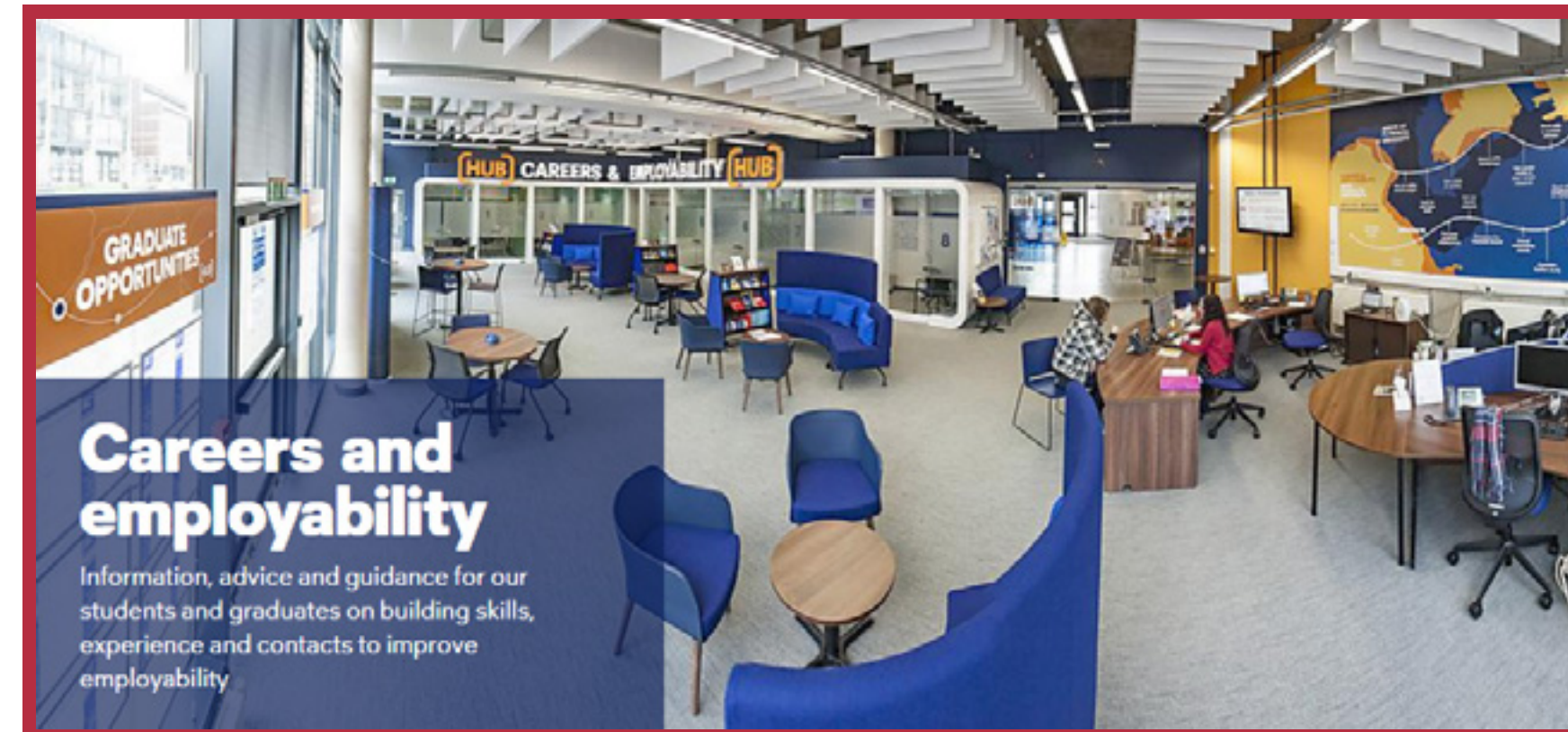
-Email message to tutor

PERSONAL TUTORING RECORD FORM			
Stage One, Scheduled Session One: Settling In Please also bring your completed <i>Personal Information Form</i> to the tutorial			
Student name:		Student ID:	
Year:	Degree:	Personal tutor:	
Date:	Location of meeting:		
To be completed by the <i>student</i> , before the personal tutoring session.		To be completed by the <i>student</i> , during the personal tutoring session	
List any achievements, concerns, issues or topics you wish to discuss in your meeting		List any recommendations, suggestions and actions that need to be taken	
Think about: Why do you have a personal tutor? What can they help you with?		Note: Anything you need to do before the next meeting.	



EMPLOYABILITY AND PERSONAL DEVELOPMENT

Employability is widely recognised a key component of an undergraduate degree, especially a Business or Management related degree. In the Plymouth Business School we wish to ensure students understand the broader concept of employability and have provided a tool in your Pebblepad account: 'The Confident Professional Portfolio' (see page 16) that can be a point for discussion in your tutorial meetings.



PROBLEMS WITH PERSONAL TUTORING

We hope you will have a good relationship with your personal tutor but if any problems arise, please feel confident to speak to your tutor and try to resolve them. If there are still difficulties, the Senior Personal Tutor will work with you to find a positive solution.

WHAT IF I CAN'T GET ON WITH MY PERSONAL TUTOR?

You may request to change personal tutor in exceptional circumstances and we will do our best to accommodate your request.

WHAT HAPPENS IF MY PERSONAL TUTOR IS ILL OR LEAVES THE UNIVERSITY?

If your tutor leaves or will be absent for any reason for more than six weeks, you will be assigned another tutor. In all these cases, you should contact the Senior Personal Tutor, Ms Ricky Lowes: ricky.lowes@plymouth.ac.uk.



WHAT IS THE ROLE OF THE SENIOR PERSONAL TUTOR



The Senior Personal Tutor in each School oversees personal tutoring and their responsibilities are to ensure all students have a personal tutor, and that both tutees and tutors are supported. They provide guidelines for their School. They will respond to any queries that the tutors cannot resolve and reallocate tutees when this is needed. If you have any questions about personal tutoring in the Plymouth Business School, please feel free to contact the Senior Personal Tutor, Ms Ricky Lowes: ricky.lowes@plymouth.ac.uk.

Finally....

Your tutor is there to provide a constant point of contact during your studies and to monitor your progress, encourage and support you throughout. Endeavour to make the most of this relationship and you will find it of great benefit.

Ricky Lowes, Senior Personal Tutor, September 2016



APPENDIX 1 USEFUL INFORMATION

UNIVERSITY WEBPAGES

Faculty of Business DLE (page not created)



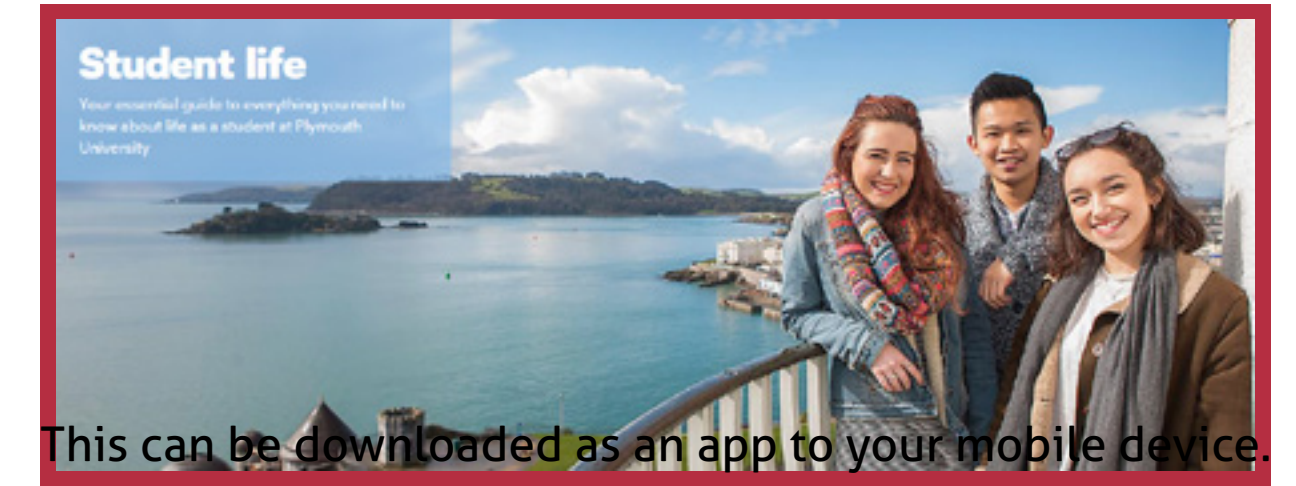
Plymouth Business School

<https://www.plymouth.ac.uk/schools/plymouth-business-school>



Student Life

<https://www.plymouth.ac.uk/student-life>



This can be downloaded as an app to your mobile device.

APPENDIX 1 - USEFULL INFORMATION

APPENDIX 2 - STUDENTS AS PARTNERS

Current Students

<https://www.plymouth.ac.uk/student-life/current-students>



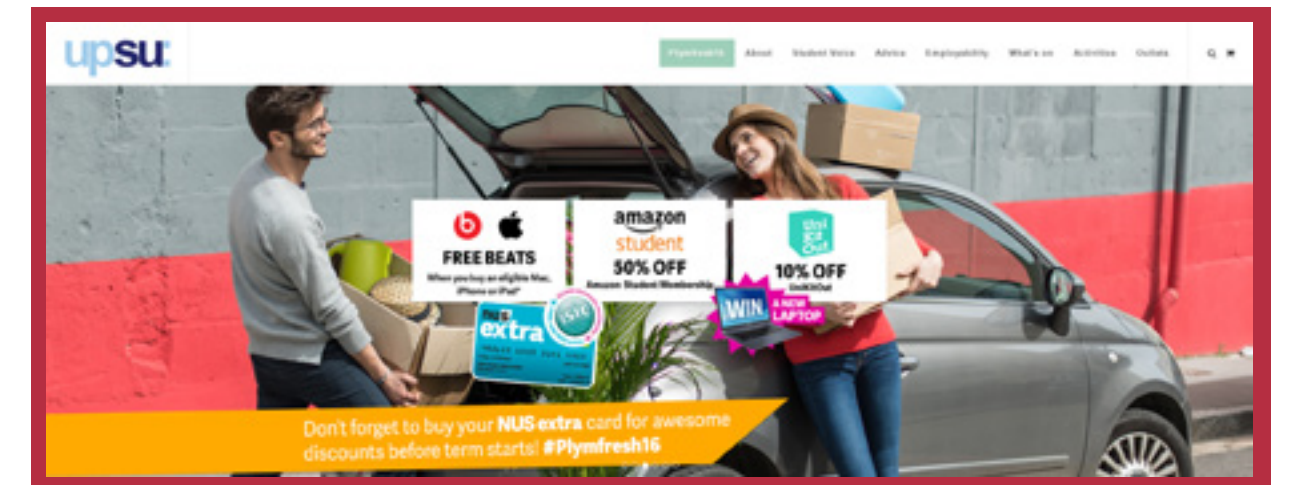
Learning Support, Health & Wellbeing

<https://www.plymouth.ac.uk/student-life/services/learning-gateway>



University of Plymouth Students' Union

<http://www.upsu.com/>



APPENDIX 2 STUDENTS AS PARTNERS

Students and staff are members of the academic community and are all partners with complementary roles and responsibilities in the learning process. Students and staff have jointly developed an agreement that sets out key principles that underpin this partnership..

Key principles of this partnership relating to personal tutorial support are below.

PLYMOUTH UNIVERSITY'S COMMITMENT TO STUDENTS	STUDENTS' COMMITMENT TO THE UNIVERSITY COMMUNITY
<ul style="list-style-type: none"> » Provide students with a personal tutor who will act as a source of guidance and support for academic and where appropriate personal matters » Facilitate personal development planning and development of employability skills » Provide clear links to School and University support for personal, pastoral, and learning development » Explain procedures and options if ill health or other personal issues affect your learning or completion of assessments » Deal sensitively with student support issues in a confidential and professional manner. 	<ul style="list-style-type: none"> » Attend scheduled meetings and keep your personal tutor informed of relevant issues » Take responsibility for maintaining an on-going Personal Development Plan and reflecting on skills and personal attributes that enhance employability » Make appropriate use of the range of opportunities that exist for support and guidance » Report any appropriate issues that could affect your academic performance

For further information on Students as Partners see: <https://www.plymouth.ac.uk/student-life/students-as-partners>

