

Personal Tutoring

Classification – *Internal*

JANUARY 2026



Introduction

Arden University is dedicated to offering all students high-quality academic and pastoral support throughout their studies. The goal is to ensure every student has access to the assistance they need, helping them overcome challenges and empowering them to reach their full potential. To achieve this, personal tutoring needs to be formalised and implemented throughout each of the faculties. This policy will provide clear guidance and structure for all staff involved in the personal tutoring process.

About this policy

The focus of this policy is to outline the academic and pastoral support that is available to each student and how it will support them on their learning journey. There are no other policies that need to be read in conjunction with this policy. There is a staff guidance document for personal tutoring that needs to be read (See appendix i)

Who is covered by the policy?

This policy applies to all students at Arden University and all PAYE academic staff. The policy does not apply to Associate Lecturers.

Definitions

Personal Tutor

Primary point of contact for students seeking advice, support and referrals to academic and non-academic specialist services. A personal tutor will be the link between the auxiliary support services at Arden University and will meet with their tutee for one-to-one sessions (if requested). A personal tutor will stay with their tutee throughout their academic journey, building a strong relationship and helping them to succeed.

Academic Skills Tutor

AST's are available to support students in developing strong academic skills across a wide range of areas. They offer guidance in using the library effectively, strengthening English language abilities, and understanding academic integrity. Students can also receive help with academic writing, building digital capabilities, and conducting digital research. In addition, support is provided for preparing for exams and assessments, as well as developing STEM-related skills, ensuring that learners are equipped for success in all aspects of their studies.

Student Success Coach

A Student Success Coach is dedicated to helping students achieve their goals by offering personalised one-to-one sessions and group workshops that build essential personal and academic skills. They support students in developing confidence, motivation, and resilience, while also providing guidance on organisation and effective time management. In addition, they help students set meaningful goals and create healthy habits, empowering them to thrive both academically and personally.

Well-being advisor

A well-being advisor works collaboratively across different areas to ensure students receive the support they need. It includes offering one-to-one appointments where students can discuss mental health, wellbeing, or personal challenges in a safe and non-judgemental space, as well as providing guidance to help them develop coping strategies, manage stress, and maintain balance while studying. The role also involves advising on and facilitating reasonable adjustments, delivering workshops and wellbeing activities that promote resilience and self-care, and working closely with academic and professional services staff to ensure consistent support. These responsibilities extend across key areas, including mental health and wellbeing, disability and accessibility support, financial support, and safeguarding.

Independent Advice Service

This is an independent and impartial advice service that supports students with appeals, extenuating circumstances, and understanding university regulations. The Advice Service works in partnership with Alkhemy, a specialist external organisation that provides expert academic guidance. As an independent body, Alkhemy offers neutral advice that is separate from the University, helping students make informed decisions with confidence. Their experienced team provides specialist support across a range of academic areas, including academic misconduct, extenuating circumstances, appeals and complaints, breaks in learning, and clarifying complex university processes, regulations, and policies.

Policy responsibilities

- Academic Board has overall responsibility for ensuring this policy complies with internal and external regulatory requirements. The Academic Framework, Regulation and Policy Committee have delegated authority from the Academic Board for the approval and ongoing review of this policy.
- The Head of Quality Assurance for Academic Programmes has primary and day-to-day responsibility for developing and implementing this policy, monitoring its use and effectiveness, and the ongoing review of procedures to ensure they are effective.
- Management at all levels, specifically Head of School and Head of Department, are responsible for ensuring those reporting to them understand this policy and how it applies to them and to their students.
- All colleagues are responsible for ensuring they understand this policy and how it applies to them and to their students.

Principles

The principles of the policy are:

- 1.1. Programme Handbooks should clearly outline the role and requirements of a personal tutor and how to contact them.
- 1.2. A Personal Tutor will be the initial point of contact for the student, offering a combination of academic and pastoral support.
- 1.3. A Personal Tutor will also signpost a student to the wider support network at the university
- 1.4. A Personal Tutor will provide feedback and advice to the student whilst allowing the opportunity for reflection of their academic performance and progression through their learning journey
- 1.5. A Personal Tutor is responsible for monitoring, recording, and reviewing student progress to support the student's best interests
- 1.6. All students will be allocated a personal tutor from the commencement of their studies

APPENDIX

Personal Tutoring and Academic Support Policy

Introduction and aim of the policy

Arden University is dedicated to offering all students high-quality academic and pastoral support throughout their studies. The goal is to ensure every student has access to the assistance they need, helping them overcome challenges and empowering them to reach their full potential. Each student will have access to their own dedicated Personal Tutor who will support them through their learning journey at Arden University.

The focus of this policy is to outline the academic and pastoral support that is available to each student and how it will support them on their learning journey.

Personal tutors are the primary point of contact for students seeking advice, support, and referrals to academic and non-academic specialist services. Their role is support-focused, aimed at fostering student well-being and success. Personal tutors help establish a collaborative partnership between the student, academic staff and the wider support network, with a focus on the learning process. Working alongside Academic Skills Tutors and Success Coaches, students are encouraged to reflect on their learning progress and explore strategies to overcome current challenges.

Academic Affairs holds ultimate responsibility for establishing clear and effective processes and procedures to ensure quality assurance and academic standards are upheld. Academic Affairs will also be accountable for the application and implementation of these processes and procedures.

1. Aims

Overall responsibility for the Personal Tutoring standards sits with the programme teams, specifically the Head of School

- 1.7. Overseeing the quality of provision of Personal Tutoring is the responsibility of the Head of School and Heads of Department
- 1.8. All students will be informed of the Personal Tutoring system, its role and purpose, when they enrol on their academic programme
- 1.9. Arden university will ensure that each student is allocated a Personal Tutor at the start of their learning journey. Allocations of each Personal Tutor will be made by the individual programme team
- 1.10. All students will have access to this guidance
- 1.11. Students can find details of their Personal Tutor on their course page on iLearn
- 1.12. Training for Personal Tutors will be available through our Centre for Learning and Teaching
- 1.13. All Personal Tutors and staff involved in the student learning journey must ensure that they

- 1.13.1. Are aware of the role requirements and responsibilities
- 1.13.2. Complete all the necessary training available at Arden University
- 1.13.3. Receive any updates to training and initiatives linked to personal tutoring at Arden University.

2. Principles

- 2.1. Programme Handbooks should clearly outline the role and requirements of a personal tutor and how to contact them.
- 2.2. A Personal Tutor will be the initial point of contact for the student, offering a combination of academic and pastoral support.
- 2.3. A Personal Tutor will also signpost a student to the wider support network at the university
- 2.4. A Personal Tutor will provide feedback and advice to the student whilst allowing the opportunity for reflection of their academic performance and progression through their learning journey
- 2.5. A Personal Tutor is responsible for monitoring, recording, and reviewing student progress to support the student's best interests
- 2.6. All students will be allocated a personal tutor from the commencement of their studies

3. Support available to the student

Personal tutors are readily accessible and serve as the primary point of contact for students seeking pastoral support, whether it is for academic or non-academic concerns. They:

- 3.1. will signpost students to the appropriate department or support service to ensure their non-academic queries are addressed effectively
- 3.2. will play a key role in ensuring students have the best possible experience by addressing concerns promptly and making appropriate referrals to other support services when necessary
- 3.3. will provide advice, support, and guidance on both academic and non-academic matters, helping students identify appropriate solutions and options to promote their retention, wellbeing, and overall success
- 3.4. will work collaboratively with the Success Coaches, Academic Skills Tutors and other specialist services at Arden university to utilise analytics data in providing targeted, proactive support to students

4. Definition and accountability of roles and role specifications

This section of the policy outlines the roles and role specifications for each of the student support positions at Arden University

4.1. Personal Tutor

Primary point of contact for students seeking advice, support and referrals to academic and non-academic specialist services. A personal tutor will be the link between the auxiliary support services at Arden University and will meet with their tutee for one-to-one sessions (if requested). A personal tutor will stay with their tutee throughout their academic journey, building a strong relationship and helping them to succeed.

4.2. Academic Skills Tutor

Specialists who support students to develop good academic skills.

They support in:

- Mental health and wellbeing
- Disability and accessibility support
- Financial support
- Safeguarding
- Library
- English language
- Academic integrity
- Academic writing
- Digital capabilities
- Digital research
- Exams and assessments
- STEM skills

4.3. Student Success Coach

Dedicated to helping a student achieve their goal, through one-to-one sessions or group workshops in the following areas:

- Confidence
- Motivation
- Resilience
- Organisation
- Time management
- Goal setting
- Creating healthy habits

4.4. Well-being advisor

This role is wide-ranging and involves working collaboratively across different areas, providing

- 1-to-1 support – Offering appointments where students can talk about mental health, wellbeing, or personal difficulties in a safe, non-judgemental space.
- Guidance and advice – Helping students develop coping strategies, manage stress, and maintain balance while studying.
- Facilitating reasonable adjustments – Advising on or supporting the process of putting adjustments in place

- Workshops and wellbeing activities – Running sessions to promote positive mental health, resilience, and self-care skills.
- Collaboration with staff – Working with academic and professional services staff to make sure students receive consistent support.

4.5 Careers

The Careers, Employability, and Alumni (CEA) team provides career support to students from pre-entry stage, through their entire Arden journey, and after they graduate. We can support students and graduates with queries including:

- Understanding and exploring their career options
- Making decisions about their future
- Finding a part-time or graduate jobs
- Gaining work experience
- Thinking about postgraduate study
- Creating effective CVs, cover letters and applications
- Preparing for interviews
- Growing their professional network
- Creating a professional online presence (e.g. on LinkedIn)
- And anything else careers and employability-related

They provide support in a range of different ways, including:

- One-to-one careers appointments, for tailored advice and guidance
- Careers workshops and webinars
- Employer-led talks and networking opportunities
- Inspiring careers talks from alumni and other professionals sharing their personal career journeys
- Vacancies board, with part-time jobs, graduate opportunities, internships, volunteering roles
- Online careers information resources and guides
- Free access to online tools to help you create effective CVs and cover letters, prepare for interviews, and practice recruitment assessments.

4.6. Independent Advice Service

This is an independent and impartial advice service that helps students deal with appeals, extenuating circumstances, or clarification on university regulations. The Advice Service is partnered with Alkhemy, a specialist external organisation dedicated to providing expert academic advice. Their independent status ensures their guidance is neutral and separate from the University, helping you make informed decisions with confidence.

The experienced team at Alkhemy offers specialist support on a variety of academic topics, including:

- Academic Misconduct – Understanding policies and your rights.

- Extenuating Circumstances – Assistance with applying for extensions or adjustments.
- Appeals & Complaints – Expert advice on challenging decisions.
- Breaks in Learning – Guidance on pausing or adjusting your studies.
- Understanding University Processes – Clarification of complex regulations and policies.

5. Tutor Allocations

It is the responsibility of each school to assign each student a personal tutor.

5.1 This allocation must be completed by the last working day of week 1 in the student learning journey

5.2 The personal tutor will stay with their allocated students for the duration of their learning journey

6. Reporting and Recording

This section of the policy addresses the recording and monitoring of student support interventions.

- 6.1. It is mandatory for all persons involved in Personal Tutoring (the Personal Tutor and the auxiliary support services) to use the university endorsed process to record and document all interactions with students. Personal Tutors, Student Success Coaches, Academic Skills Tutors, careers and other authorised staff members are responsible for recording relevant information against each student's profile.
- 6.2. SITS will illustrate how academic and pastoral support work together to impact student learning gain, academic achievement, and progression throughout the learner journey
- 6.3. Heads of Department are responsible for recording and reporting the number of personal tutoring sessions conducted per programme within their department. This data will be submitted to the Faculty Academic and Quality Committee.
- 6.4. If Personal Tutoring sessions do not meet the minimum requirements set out in this policy, the Head of Department will investigate the circumstances and implement corrective measures as appropriate

7. Training and Development

The effectiveness of academic and pastoral support depends on the expertise and abilities of staff delivering guidance and directing students to appropriate services. Consequently, it is crucial for these staff members to engage in ongoing training at important stages during the academic year. Arden University will be using UKAT mentoring modules in the interim to train all existing staff.

Training that needs to be completed includes:

- 7.1. M101 What is Personal Tutoring

- 7.2. M102 Setting boundaries and managing expectations
- 7.3. M104 Communicating effectively with your students
- 7.4. M209 Managing students in distress

8. Monitoring and Review

Initial responsibility for reviewing and evaluating the effectiveness of the Personal Tutoring Policy rests within Academic Affairs.

Staff Guidance: Personal Tutoring – Academic and Pastoral Support

At Arden University, we are committed to supporting our students' academic success and overall well-being. Personal Tutors play a critical role in this process by providing both academic and pastoral support throughout a student's journey. They are the first point of contact for students and collaborate with other support services to ensure each student has the resources they need to succeed.

The role of the Personal Tutor

What is a Personal Tutor

- A **Personal Tutor** is the student's main point of contact for academic pastoral support.
- They help students with both their academic progress and general well-being, guiding them towards solutions for any challenges they may face.
- Personal Tutors are responsible for meeting with students, providing advice, and connecting them to other support services as needed.

Key Responsibilities

- **Monitoring and Reviewing Progress:** Personal Tutors should track and review student progress regularly. This includes both academic achievement and overall well-being.
- **Recording and Reporting:** Personal Tutors are accountable for recording all interactions with their tutees on the Notes App on SITS
- **Providing Advice and Guidance:** Tutors should offer support with academic issues such as study strategies or assessments and non-academic issues such as time management or careers in the subject area.
- **Signposting:** If a student needs support beyond that of academic or pastoral, the Personal Tutor should direct the student to the relevant auxiliary service at the university, such as Mental Health and well-being, Student Success Coach, Academic Skills Tutor or Careers and Employability.

Communication with Students

- Personal Tutors must ensure that students are informed of their support options, including how to contact them and other relevant departments (e.g. Well-being Advisors, Student Success Coaches).
- Keep regular communication with students and be proactive in addressing any emerging concerns
- Record all interactions with students, including signposting to the auxiliary support services

Auxiliary Support Services

Arden University has an array of support for the students. Below are the main support services that you will be able to signpost the students to if needed.

Academic Skills Tutor

The learning success hub at Arden University hosts a variety of resources for students, including workshops and one-to-one appointments. To access this select the following link.

[Learning Success Hub](#)

AST's are specialists who support students to develop good academic skills. They support in:

- Library
- English language
- Academic integrity
- Academic writing
- Digital capabilities
- Digital research
- Exams and assessments
- STEM skills

Student Success Coach

A Success Coach is dedicated to helping a student achieve their goal, through one-to-one sessions or group workshops in the following areas:

- Confidence
- Motivation
- Resilience
- Organisation
- Time management
- Goal setting
- Creating healthy habits

To access the Success Coach area please follow the link below.

[Student Success Coach](#)

Well-being advisor

This role is wide-ranging and involves working collaboratively across different areas, providing

- 1-to-1 support – Offering appointments where students can talk about mental health, wellbeing, or personal difficulties in a safe, non-judgemental space.
- Guidance and advice – Helping students develop coping strategies, manage stress, and maintain balance while studying.
- Facilitating reasonable adjustments – Advising on or supporting the process of putting adjustments in place
- Workshops and wellbeing activities – Running sessions to promote positive mental health, resilience, and self-care skills.
- Collaboration with staff – Working with academic and professional services staff to make sure students receive consistent support.

They support in

- Mental health and wellbeing
- Disability and accessibility support
- Financial support
- Safeguarding

You can contact the wellbeing team by email - Wellbieng@arden.ac.uk (2 day SLA), however, students can access further info or book an appointment with an advisor through the Wellbeing portal here: [Wellbeing Services Student Portal - Home](#).

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- Breaks in Learning – Guidance on pausing or adjusting your studies.
- Understanding University Processes – Clarification of complex regulations and policies.

To access the service you can select the following link: [Independent Advice Service](#)

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Policy Contact:	Head of Quality Assurance for Academic Programmes
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