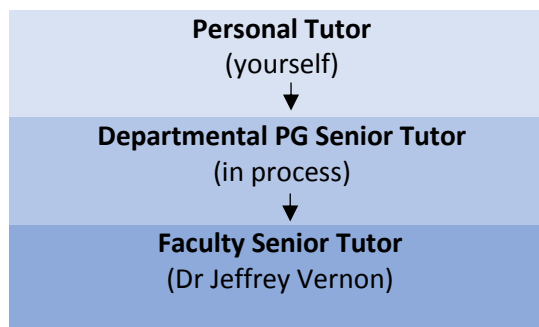


## Personal Tutor Quick Reference Guide

*This guide was created to help Personal Tutors understand their role and provide a list of responses to some common situations.*

### 1. [Understanding your role](#)

Personal tutors are expected to establish a supportive and professional relationship with each of their tutees. Personal Tutors provide a source of support to their tutees, both pastoral and academic. If you do not feel qualified to advise on a particular problem, you should consult colleagues or direct the student to an appropriate source of support. You can also refer to the personal tutor structure should you need to escalate an issue:



As a point of reference, a list of the College's Personal Tutoring Expectations can be found [here](#).

### 2. [Managing the relationship](#)

Most students cope well with the demands of university life; however some students will experience difficulties at some point during their degree – these could be academic, financial, social or health difficulties.

Personal Tutors should make clear from the outset the boundaries of the tutor-tutee relationship:

- When can a tutee see you?
- When will you not be available?
- What can you help with?
- Are students aware that there can be limits to confidentiality? If you encounter a situation where you're unsure about confidentiality, contact the [Student Hub](#) in the first instance, without revealing the identity of the student in question.

### 3. [Supporting students](#)

As Personal Tutor you may well find yourself helping your tutees through times of personal and emotional difficulty, or they may turn to you for advice on adapting to life at Imperial and making the most of the opportunities offered here. Refer to the list below for examples of what to do in more common situations:

#### **For general advice...**

[Student Hub](#) – located on Level 3 Sherfield and provides advice and information on a range of topics like admissions, finance, accommodation and exam arrangements

[Student Space](#) – an online resource for students to explore pastoral support topics

[Wardens](#) – wellbeing support for students living in halls

[Imperial College Union Advice Centre](#) – run by the Imperial College Union providing both academic and non-academic advice

**If a student is experiencing financial issues...**

[Student Support Fund](#) – grants and loans available up to £4000 for students struggling with the cost of living (excludes support towards tuition fees or visas)

[Student Global Relief Fund](#) – to support students in receipt of an award that have been withdrawn due to circumstances in their funder's country



**If a student is experiencing mental health issues...**

[Student Counselling and Mental Health Advice Service](#) – free and confidential service to discuss personal issues affecting students. Students complete an online form to arrange an initial appointment with a counsellor and aim to see students within ten working days.

[Imperial College Health Centre](#) – offer an emergency triage clinic Monday-Friday 8:30-10am

[Chaplaincy](#) – students can choose to meet with a chaplain based on a particular tradition to discuss a range of topics (not just specifically religious issues). Students email the Chaplaincy to set up a meeting with a chaplain.

**If a student is experiencing housing issues...**

[Accommodation](#) – can help with organising emergency housing in one of the halls

**If an international student is experiencing difficulties...**

[International Student Support](#) – general support covering topics like the international student experience, visas and immigration

[Centre for Academic English](#) – offer workshops and 1:1 consultations to support students whose first language is not English

**For students who need support with disabilities, specific learning difficulties or long-term health issues...**

[Disability Advisory Service](#) – disability advisors offer confidential advice and support and are experienced in a range of disabilities, students must contact them to make initial appointment

**If you lose contact with one of your students...**

Liaise with their course team in the first instance, as there is a clear process in place across the Faculty for addressing this concern. After 5 days of absence, the course team will make enquiries about the student's safety and wellbeing. After 10 days, a risk assessment will be completed and the course team may choose to inform the College Security team.

**If a student is a danger to themselves or is considering taking their life...**

If the student agrees to receive help, phone the Imperial College Health Centre immediately on 020 7584 6301 and ask to speak to the Duty Doctor immediately to explain the situation.

If the student does not agree to receive help, provide them with details for the Health Centre, Student Counselling and Mental Health Advice Service, Samaritans<sup>1</sup> and London Nightline<sup>2</sup>.

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<sup>1</sup> Samaritans:

Central London Samaritans, 46 Marshall Street, W1F 9BF (nearest Tube station is Oxford Circus)

Emergency number – 24 hours a day – 020 7734 2800

Visitors welcome from 09.00 to 21.00

National number – 24 hours a day – 08457 90 90 90

<sup>2</sup> London Nightline:

This is a telephone helpline offering confidential listening, support and information to students in London. It is open every night of term from 18.00 to 08.00.

#### 4. [Developing students](#)



As a personal tutor you have an opportunity to develop your tutees academically, professionally and personally. Direct students to the [Success Guide](#) for comprehensive ideas on learning at university. The Graduate School offers a suite of [Professional Skills courses](#) to assist postgraduate students in their studies and beyond. [Imperial Student Space](#) offers advice on the many social, emotional and practical issues which can impact on learning and studying, as well as suggesting ways for getting the most out of College.

You may also be asked to provide a reference for them in their future endeavours. In this instance, students should contact you in advance to ask if you are willing to provide a reference.

#### 5. **Training resources**

The Educational Development Unit run [Personal Tutoring workshops](#) throughout the year. Staff working in a personal tutor capacity are strongly encouraged to take this one-day workshop. The Department will also be offering a workshop for personal tutors at the end of the autumn term 2018. Details will follow towards the start of the new academic year.

The Graduate School have launched an online course for supervisors entitled [Supporting the Mental Health and Wellbeing of Imperial's Doctoral Students](#), which is aimed at supervisors of doctoral students but covers themes relevant at both the PGT and PGR level. With the growing increase in students reporting mental health issues, we also recommended for personal tutors to take the [Depression awareness online training](#).

*The information in this guide has been collated from the [Personal Tutors' guide](#) and the School of Medicine Blackboard resources. It has been adapted for an audience concerned with PGT and PGR students.*