

MOUNTVIEW

PERSONAL TUTOR POLICY

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1. STATEMENT OF INTENT

Mountview is committed to delivering personal tutor support for all students on their chosen course of study. We consider the Personal Tutor Scheme to be of paramount importance to both learning progression and pastoral care.

The Personal Tutor Scheme lasts throughout a student's time at Mountview. It is in place to provide appropriate support for a student's academic, artistic and learning progression and development.

This scheme is not intended as a form of counselling; tutors will be trained to listen and recognise where a student may need to be referred for additional pastoral care and support. It is intended that clear professional boundaries will exist between personal tutor and tutee and this relationship will positively promote the independent development of students.

2. SCOPE

This policy applies to:

- All Mountview students
- All Mountview staff

3. KEY PRINCIPLES

3.1 Each student is allocated a personal tutor and is supported on this scheme throughout the entirety of their training.

3.2 Personal tutorials will encompass two areas of the student's journey at Mountview: supporting learning progression and pastoral care.

3.3 Every 1st and 2nd year Undergraduate student will receive a minimum of three 1-1 progress tutorials per year.

Postgraduate students will receive a minimum of two 1-1 progress tutorials during their course.

Undergraduate 3rd year students will be able to book a 1-1 progress tutorial upon request.

3.4 Undergraduate 1st and 2nd year and postgraduate level students will have the opportunity to take part in a group tutorial three times per year to engage in peer-to-peer support facilitated by the personal tutor.

3.5 Mountview will endeavour to ensure personal tutors will have no more than 22 students in their tutor group.

3.6 Students may book an appointment to see their tutor at any time that is mutually convenient and within office hours (9am-6pm Monday-Friday).

3.7 Personal tutors will keep confidential records of conversations with their tutees. Where appropriate these records will be shared with the Student Welfare Manager and other

appropriate colleagues, with the permission of the student. *(Please see 6. Confidentiality Guidelines)*

- 3.8 Personal Tutors may ask to see the tutee at any time to express concerns about their progress, behaviour, integration or to review a previous conversation.
- 3.9 Students may book an appointment in person or by email.
- 3.10 Staff must not share their personal mobile number or engage in conversation on social media with their tutees.
- 3.11 Students causing concern are raised for discussion at the weekly Head of Discipline meeting. This concern is followed up by the personal tutor with the student and action is taken where necessary to support the student.
- 3.12 The personal tutor is the first port of call for pastoral support and their primary role is to listen and then refer the student for specialist help as required, including to the Student Welfare Manager. Referring to additional or external support may include the counselling services, a student's GP, Citizens Advice Bureau, helplines and support charities. These referrals should be made by the Student Welfare Manager.
- 3.13 In the event of a safeguarding issue being presented the personal tutor should immediately refer the case to a Designated Safeguarding Officer and or to a member of the Safeguarding Working Committee.
- 3.14 A personal tutor will be provided with support where necessary when dealing with difficult student/tutee issues. This will be through their Head of Course and the Student Welfare Manager. A personal tutor may access the Mountview counselling service where necessary.

Notes:

- *Where necessary a student may request a change of personal tutor. This should be discussed with their Head of Course.*
- *Where a student does not feel comfortable discussing a particular concern or issue with their personal tutor:*
 - *For pastoral issues - students should talk to the Student Welfare Manager, or another senior member of staff where appropriate.*
 - *For learning progression concerns – students should speak to their Head of Course.*

4. RESPONSIBILITIES

- 4.1 The Director of Learning & Teaching takes overall responsibility for the Personal Tutor Policy and process.
- 4.2 The personal tutor shall:
 - Refer welfare concerns to the Student Welfare Manager where appropriate
 - Refer safeguarding concerns to a Designated Safeguarding Officer where appropriate
 - Refer academic or learning progression concerns to the student's Head of Course

- 4.3 The Student Welfare Manager will:
- Take responsibility for co-ordinating referrals to in-house and external support
 - Provide additional pastoral support for a student
 - Administrate additional support for learning difficulties
 - Refer safeguarding concerns to a Designated Safeguarding Officer where appropriate
- 4.4 The Scheduling & Planning Manager will be responsible for the scheduling of 1-1 progress tutorials and group tutorials.
- 4.5 It is the responsibility of all teaching staff, Programme Management and Student Services and the Student Welfare Manager to work cohesively to ensure that the delivery of the Personal Tutor Scheme is robust and efficient.
- 4.6 The Student Union will provide additional welfare support through the range of officers available to students and report to the staff team where appropriate.

5. THE PERSONAL TUTOR SCHEME IN ACTION

5.1 Individual Tutorials

The personal tutor builds a holistic profile of the student's learning progression. The tutor will meet each of their students individually to review their learning plan; this involves discussing feedback and helping the student to devise a strategy for development. Where a student is struggling in any specific discipline, a member of that discipline team will contact the personal tutor to make them aware. If a student is in danger of failing a module the Head of Programme or Director of Learning & Teaching will issue an academic warning; the personal tutor will be copied in to this process. In the event of a student breaking school rules or behaving in a way that compromises their professionalism or the reputation of Mountview, they are issued with a professional conduct warning. The personal tutor will be copied in to this correspondence and may be involved in a disciplinary meeting.

5.2 Group Tutorials

Group tutorial sessions encourage peer-to-peer support and provide a forum for discussion on challenges such as homesickness, independent living, time management, organisation, positive thinking, learning styles etc. Integration of all students into the culture of Mountview is seen as fundamental to their development as a collective and therefore has a significant impact on their individual learning progression. The group tutorial meeting is an opportunity for students to share their journey and its challenges together in a supportive forum.

5.3 Types of support requested

Personal tutors encounter a range of learning and pastoral needs from students, examples of which may include:

- Learning progression including career concerns, interruption, course withdrawal etc.
- Learning differences including dyslexia, dyspraxia etc.

- Emotional challenges including bereavement, relationship break ups etc.
- Anxiety including eating disorders, panic attacks etc.
- Depression including clinical depression, bipolar etc.
- Integration into student life including homesickness, cultural differences etc.
- Adapting to the educational environment including mature and international students etc.
- Medical problems including physical injury, disease and conditions etc.
- Financial challenges including changes in family circumstances etc.
- Housing challenges including anti-social tenants, poor living conditions etc.

This list is indicative of the types of needs that students may present to their personal tutor; it is not intended to be exhaustive.

6. CONFIDENTIALITY GUIDELINES

6.1 Personal tutors should adhere to the following guidelines regarding confidentiality:

- Personal Tutor records must be kept securely and remain confidential.
- All emails that discuss students should be titled private and confidential, and should only ever be sent through a Mountview e-mail address.
- Student permission should be sought prior to disclosing any confidential student information to the Student Welfare Manager and other appropriate staff members.

6.2 Where a student has concerns regarding sharing information:

- Students should be assured that any information will be dealt with sensitively and with understanding
- Students should be encouraged to give informed consent for information to be shared with appropriate staff members, as this greatly increases Mountview's capacity to support them.

6.3.1 There may be exceptional circumstances in which confidentiality must be broken without a student's permission. In these cases, Mountview will act swiftly to ensure the safety of their staff and students is paramount. When possible, the student in question will be informed that action is going to be taken, however in some of the most serious situations this may not be achievable.

Exceptional circumstances for breaking confidentiality include:

- A student is at risk of harming themselves
- A student is at risk of harming others
- To prevent a criminal act occurring
- There is a legal requirement to disclose the information, for example when a crime has been committed

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