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# Personal tutorials: Information for Students 2019-2020

Student Support and Development

**This guide contains information about the personal tutorial system. Personal tutorials are an expected part of UK University life. However, they may be new to many of our students.**

### **Aims of personal tutorials**

Your personal tutor is interested in helping and guiding you to become part of The University of Nottingham Ningbo China (UNNC) community. They are a **point-of-contact and reference** in this new, culturally-challenging environment.

Personal tutorials aim to monitor, support and enhance your:

- personal and academic development;
- wellbeing;
- understanding of University practices and standards;
- employability;
- sense of community.

Your personal tutor will not be able to help you with your every need, or to answer every question you have, but they can provide assistance by **pointing you in the right direction** by referring you to the appropriate support service. Should you have any issues with your personal tutor or you wish to be assigned a new one, contact the senior tutor in your school or department who will deal with this request in confidence.

### **What will your personal tutor do?**

Your personal tutor will:

- schedule three formal tutorial meetings with you throughout the year;
- make sure you know how to get in touch with him or her;
- **discuss** with you **the development of your academic and study skills**;
- draw your attention to the importance of **career planning** and employability;
- direct you to the range of student support and development services available;
- **write a supporting statement** when you are unable to provide evidence in claiming Extenuating Circumstances. Please note that you should have discussed the matter with your personal tutor well before your claim.
- provide you with one of your **references for employment or further study**. Please note that your personal tutor can decline to do this if he or she has never met you: you are responsible for providing your tutor with as much relevant information as possible in advance;
- encourage you to make the most of your experience of UNNC while studying here – life is not just about your

studies and many important life lessons are learned outside the classroom;

Please **do not think** that you should only go to a personal tutorial if you have an issue or problem. That is not the only reason for personal tutorials.

While personal tutoring helps students facing any **academic or personal difficulties**, it is designed to help **all** students develop and **maximise their potential**.

Your personal tutor will make notes about matters discussed at tutorial meetings, but these will only be recorded in general terms unless you agree to any further details being noted. Personal tutorials are **private and confidential**.

### **Confidentiality and Privacy**

Interactions between you and your personal tutor are confidential, however, your safety or the safety of another other people is always a priority and confidentiality may **have to be broken** in some cases:

- when your safety or the safety of a third party is a concern;
- when disclosure is required for the purpose of any legal proceedings.

If you talk about anything personal or sensitive in your tutorial, and your tutor

is making notes, you can ask your tutor **not to** write anything down about this topic or ask to see what your tutor has written. If you are not happy about it, you can ask your tutor to delete it. At the end of the tutorial, you will be asked to sign the form and this is another opportunity for you to ask that something be deleted or changed.

Your tutorials should be confidential and private. unless you give explicit consent to disclose information to an agreed party.

### **Student-led tutorials**

Your personal tutor will expect you to **lead the conversation**, to talk about the **things that are important to you**, to be reflective about your plans and approaches, and ask questions. The more you do this, the more you will benefit from the personal tutorial sys-



tem.

**Topics you should be prepared to talk with your personal tutor. The following questions aim to prompt your reflection on important matters before the meeting.**

### Academic development

Are you doing OK in your courses? Are you enjoying them? Do you understand what is expected of you? What are you finding challenging, if anything? Do you have any plans to develop any areas? Have you used the ADLC?

### Personal development

Have you learned any new personal skills? Have you tried anything new? Have you taken on any areas of responsibility? Have you learned anything about your strengths and weaknesses? Do you have any plans to develop any areas?

### Wellbeing

Are you happy in your studies, and in your UNNC life? Are you getting enough exercise, sleep and relaxation? Are you able to balance your studies, your commitments and your personal needs? Are you finding anything difficult? Do you have a plan to improve your situation?

### Understanding University practices and standards

Are there any aspects of UNNC practices and policies that you are confused about (or think are wrong and should be changed)? Do you know where to get information about these policies and practices? Do you know whether your school/division/faculty has an email policy?

### Employability

What are you doing to improve your employability? Are you taking any additional courses, or doing internships or NAAs? Are you doing any mentoring or volunteering? Are you competing for any awards? Are you in a team? Are you researching possible Summer positions or opportunities? Are you thinking about the next stage of your studies or career? Have you talked to Careers or senior students?

### Sense of community

Do you have a network of friends and colleagues? Do you feel that UNNC is supporting you and others? Do you feel part of UNNC society or community? Have you engaged with UNNC to make it better? Have you made suggestions for improvements to your courses, your accommodation, your environment? Do you know how to do this?

### Topics you may want to ask about:

If you don't know enough about any of these topics, please ask your personal tutor

### Academic

What do you need to know about:

- academic misconduct?
- research ethics and applying for ethical clearance?
- improving your English language or study skills?
- deadlines for your coursework and/or dissertation submission?
- the value of a study plan for the next three or six months?

### University life

What do you need to know about:

- student societies and organizations?
- how to solve issues regarding accommodation at UNNC?

### University services

What do you need to know about:

- study facilities at UNNC?
- the University Counselling Service?
- Mr Listener and Free Talk offered by Department of Campus Life?

### Administration

What do you need to know about:

- core and optional modules?
- student exchange or study abroad?

- the attendance policy?
- extenuating circumstances?
- suspension, transfer, termination or how to change your course?
- personal statements and reference letters?

### Careers

What do you need to know about:

- your options for further study, job hunting, or even setting up your own business?
- opportunities for work experience?
- developing your core needs and strengths: e.g. language certificates, interview skills?
- Nottingham Advantage Awards?
- the value of internships or volunteering?
- additional language-based admission tests (IELTS, TOEFL, TOEIC, GMAT)?



## Voicing your opinion

What do you need to know about:

- Student Evaluation of Modules (SEMs)?
- Student Evaluation of Teaching (SETs)?
- the Learning Community Forum (LCF)?
- YourStudy and YourVoice email services?

## What do you think?

We want to know what you think about the personal tutorial system. You will be asked to give feedback on your experience of the personal tutorial system via the NSES (Nottingham Student Engagement Survey) and the LCF (Learning Community Forum).

## If you have to miss classes, deadlines or examinations

If you are ill, get a note from the clinic and submit this with an **Absence Form** (available at The Hub, Portland Building (PB) 120). Please make sure you go the Clinic **while** you are ill, not afterwards.

Please note that a 'pink slip' from the Clinic or a medical certificate from an external clinic or hospital does not automatically give you the right to miss classes. They can be used in support of claims for extenuating circumstanc-

es, but the Senior Tutor, or Extenuating Circumstances Panel may ask you for further explanation or documentation. Having a mild cold is not a good enough reason for missing classes, having the 'flu' and being confined to bed with a high fever is completely different. Ask your doctor to be specific and to make it clear whether you should or should not attend classes and **for how long**.

If you have been unable to submit assessed coursework attend an examination or wish to claim that there were extenuating circumstances that affected your performance, you are required to complete an **Extenuating Circumstances** form (an EC) which is also available at The Hub (PB 120).

It is essential that you submit claims for extenuating circumstances promptly:

**before any coursework deadlines and prior to, or within seven days of, an examination.**

When submitting an **EC for a coursework**, you should **submit the work done so far**. Please clearly state that it is incomplete work and that you have submitted an EC.

Extensions to the submission of coursework will only be granted **in the most exceptional circumstances** such as a serious or extended illness (which requires medical evidence from a doctor), or in the case of significant personal or family problems. Extensions to deadlines can only be granted by the Senior Tutor responsible for this module. Details are here:

<https://www.nottingham.ac.uk/academicservices/currentstudents/extenuating-circumstances/extenuating-circumstances-procedure.aspx>

## Student Services

You can also find out about these topics and others yourself. The following information is an **introduction to the services available at UNNC**. Being proactive and finding out about these services yourself is something else you could talk about in your personal tutorial.

The information here is not exhaustive and please be aware that services **change, adapt and improve**. Please note that at the time of preparing this Guidance, the university website was changing. Some links may not be available anymore. For the most up-to-date information, please contact the Services directly.

## Academic Literacy Development Centre and The Learning Hub.

The ALDC is staffed by CELE academic English language tutors who provide targeted advice on students' academic English language use. The Learning Hub contains a large collection of books, audio, video and self-study materials and is located in the Library (Trent Building 105). It has the same opening hours.

Further details can be found at:

[www.nottingham.edu.cn/en/cele/aldc](http://www.nottingham.edu.cn/en/cele/aldc)

## Campus Clinic

For any health-related matters students are advised to seek medical advice and medical care at the 24-hour campus clinic located in PB (Room 113).

[www.nottingham.edu.cn/en/life/health-and-wellbeing/clinic](http://www.nottingham.edu.cn/en/life/health-and-wellbeing/clinic)



### For emergencies:

T: +86(0)575 8818 0000-8120 (Ext. 8120) or 15168185997

### For appointments:

[UNNC.clinic@nottingham.edu.cn](mailto:UNNC.clinic@nottingham.edu.cn)

or at the reception desk in the Campus Clinic, open from 8:00am to 8:00pm daily

### Careers

The Career Development Office is committed to the career development and employability of students and graduates of our university. Through a range of career-focused services and programmes, Careers provide students with comprehensive job market information and insightful advice to help accomplish their aspirations. More details here:

[www.nottingham.edu.cn/en/careers](http://www.nottingham.edu.cn/en/careers)

### Counselling Service

The University Counselling Service (UCS) is a free and confidential service available to all registered students and employed staff of the University. It is available in both English and Chinese (Mandarin). UCS provides professional and confidential help for any personal, emotional or mental health problems encountered while working or studying here. Details and appointments:

[www.nottingham.edu.cn/en/life/counselling-services](http://www.nottingham.edu.cn/en/life/counselling-services)

### Department of Campus Life (DCL)

The Department of Campus Life (DCL) provides a range of administrative and support activities to domestic and international students in the areas of wellbeing, extracurricular engagement and initiatives for diversity and social inclusion. DCL organises a parallel student support system with Student Advisors, Mental Health Advisors and the Hall Warden System. Details here:

<https://www.nottingham.edu.cn/en/dcl/department-of-campus-life.aspx>

### Dignity Policy

UNNC is committed to the promotion of an inclusive, respectful and considerate community. There is no place for harassment or bullying.

Students should be suggested to do the following:

- email Equity, Diversity and Inclusion [EDCSH@nottingham.edu.cn](mailto:EDCSH@nottingham.edu.cn) to report any case of sexual misconduct;
- email UNNC Human Resources at [hr@nottingham.edu.cn](mailto:hr@nottingham.edu.cn) to report a case of bullying involving a member of staff as a perpetrator;
- email Campus Disciplinary Committee at [cdc@nottingham.edu.cn](mailto:cdc@nottingham.edu.cn) to report a case of bullying involving a student as a perpetrator.

All cases will be dealt with in **full confidentiality** by senior members of staff.

More information about the policy can be found here:

<https://www.nottingham.ac.uk/hr/guidesandsupport/complaintsgrievanceanddignity/dignity-at-nottingham.aspx>

### Disability Support

Students with a disability such as dyslexia or a long-term medical condition should disclose this on registration. The University can provide support including adjustments to timetabling and examination arrangements. If you are unsure about having a disability, you can contact the Disability Officer.

More details here:

[www.nottingham.edu.cn/en/life/health-and-wellbeing/wellbeing-service/disability-support](http://www.nottingham.edu.cn/en/life/health-and-wellbeing/wellbeing-service/disability-support)

### Exchange and Study Abroad

Organized by UNNC Global. Details at:

[www.nottingham.edu.cn/en/global/exchange-and-study-abroad/exchange-and-study-abroad](http://www.nottingham.edu.cn/en/global/exchange-and-study-abroad/exchange-and-study-abroad)

### HealthyU

Healthy body, healthy mind is a well-used saying, but it is most relevant to students while at University. HealthyU provides information and advice on a range of health issues important to students. More details here:

[www.nottingham.edu.cn/en/life/health-and-wellbeing/wellbeing-service/healthyu](http://www.nottingham.edu.cn/en/life/health-and-wellbeing/wellbeing-service/healthyu)

### The Hub

Located at Portland Building 120, The Hub is a one-stop service venue where students can access the university services ranging from general enquiries, card service, stamp service, document collection and submissions, and official documentation as well as other specialised services. More details here:

[www.nottingham.edu.cn/en/the-hub](http://www.nottingham.edu.cn/en/the-hub)

### Financial Support

The University offers a growing portfolio of financial support mechanisms for all students. For further information, please visit the financial support pages:

[www.nottingham.edu.cn/en/admissions/support-services/financial-support.aspx](http://www.nottingham.edu.cn/en/admissions/support-services/financial-support.aspx)





### IT Services

IT Services provides IT support for learning, teaching, research and administration. More details at:

[www.nottingham.edu.cn/en/its](http://www.nottingham.edu.cn/en/its)

### Learning Community Forum (LCF)

The Learning Community Forum (LCF) is a platform for students and teachers to communicate and discuss any issues or suggestions related to their courses of studies and more in general their university experience. LCF Student representatives can enrol in a Nottingham Advantage Award module (10 or 20 credits). More details here:

<https://www.nottingham.edu.cn/en/admissions/personal-tutorials/lcf.aspx>

### Library, Research and Learning Resources

Library, Research and Learning Resources is the professional service department which provides library, learning technologies and special collection services to students, staff and entitled members. Further information can be found at:

[www.nottingham.edu.cn/en/library](http://www.nottingham.edu.cn/en/library)

### Scholarships

The University offers a limited number of scholarships for outstanding students. Details on the Department of Campus Life (DCL) page above and here:

<https://www.nottingham.edu.cn/en/study/money-matters>

### Student Charter

The Student Charter outlines what students can expect from the University, what students can expect from the Students' Union, and what the university can expect from the students. More details here:

[www.nottingham.edu.cn/en/life/student-charter](http://www.nottingham.edu.cn/en/life/student-charter)

### Student Engagement Office (SEO)

The Student Engagement Office (SEO) organizes a variety of programs, activities and services, particularly with regards to extracurricular activities where students achieve success through their cumulated knowledge, teamwork and leadership skills. It has overall responsibility for student societies and organizations including the Students Union. More details:

[www.nottingham.edu.cn/en/life/student-activity/seo-introduction](http://www.nottingham.edu.cn/en/life/student-activity/seo-introduction)

### Student feedback mechanisms and Complaints

There are various feedback mechanisms used in the University:

- Learning Community Forum (LCF)
- Mid-term student feedback on modules;
- Student Evaluation of Modules (SEM);
- Student Evaluation of Teaching (SET)

Two email addresses have been created to elicit and respond to student concerns, complaints and compliments:

[Your.Voice@Nottingham.edu.cn](mailto:Your.Voice@Nottingham.edu.cn)

for non-academic matters;

[YourStudy@Nottingham.edu.cn](mailto:YourStudy@Nottingham.edu.cn)

for academic concerns.

In addition to the arrangements described above, you are encouraged to **raise any concerns** about teaching directly with the member of staff concerned either by appointment or during their office hours. You may want to **prepare for this conversation** by discussing the issue with your personal tutor to make sure you are clear and polite. You are also encouraged to speak to your teachers when you feel a lesson was especially good.

While you may not be used to the idea of speaking directly to your teachers to give feedback in this way, this is a normal and **accepted method at the University of Nottingham.**

If you do not know who your personal tutor is, please contact your school/department Faculty Office.

The list of School/Department Senior Tutors and Faculty Senior Tutors and information about personal tutorials can be found at:

<https://www.nottingham.edu.cn/en/study/personal-tutorials/index.aspx>

