

SUPPORT TUTORING

Your personal, academic tutoring in the School of Education

Education BA(Hons)



University of Brighton

School of Education

SUPPORT TUTORING

The University of Brighton believes that its students should have opportunities to review the academic, personal wellbeing and employability aspects of their development as they progress through their course. Support tutoring aims to achieve this by complementing both direct course delivery by academic staff and specialist support by Student Services.

The support tutoring process involves systematic contact throughout your degree with a member of academic staff. Support Tutoring within the School of Education reflects and builds upon the University of Brighton's Personal Academic Tutoring policy which can be found online: <http://staffcentral.brighton.ac.uk/xpedio/groups/Public/documents/staffcentral/doc011818.pdf>.

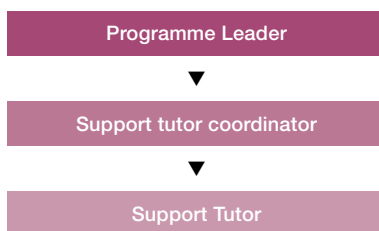
As part of your induction period, the programme team will help you to prepare for your studies, as well as sharing ways with you as to how you can access support and guidance.

Within this booklet you will find information on the following aspects of support tutoring:

- An explanation of how the support tutoring system works at the School of Education and specifically on your programme
- Details of key personnel in the support tutoring system, including who your support tutor is and how you can contact them
- A statement about the confidentiality of meetings with support tutors
- Information about other sources of guidance and advice within the school and the university at large (including the role of the Student Support and Guidance Tutor and university-wide specialist support services such as counselling, chaplaincy, careers, disability, student advice, and study Skills. Students can also access support from the Student's Union.

Support tutoring framework

The support tutoring framework for the Education BA(Hons) programme is shown in the figure below. You should refer to this when reading this section.



From the diagram, you will see that you will normally keep the same support tutor for the duration of the programme. Within the framework you will note a number of key personnel. A brief outline of each of their key roles and responsibilities is in the 'Who's Who?' section below.

Who's who?

Note: Names and contact details of BA(Hons) Education support tutoring team can be found on page 7.

Programme Leader

It is the programme leader's responsibility to ensure the smooth running of your programme. Programme leaders lead strategic developments for the programme and its associated content, structure and design. The programme leader will usually meet with cohorts/year groups at key points in their progress.

Support Tutor Coordinator

A key responsibility for the support tutor coordinator is to oversee the smooth operation of the support tutoring process. They also review programme specific Student Support procedures in conjunction with other senior staff. They will track student progress in each year and, in doing so, may also work with specific groups of students to offer targeted support. For example, this may include supporting students with learning agreements.

Support Tutors

It is likely that you will have the most direct contact with your support tutor as you will be timetabled to meet them during the year. Your support tutor will not advise on individual module queries/questions (see module tutor) but rather offer broader study advice and/or where additional support could be sought. Support tutors will have the responsibility for monitoring students who have variations of assessments methods (VOAMs) issued from the university's disability and dyslexia team.

Student Support and Guidance Tutor (SSGT)

Mel Gill is the School of Education support and guidance tutor. She can offer additional support/guidance to students who may be experiencing specific and/or significant difficulties. Mel is also the personal, academic tutoring coordinator for the School of Education. You can contact her by email m.gill@brighton.ac.uk or telephone 01273 643375.

Mel's office is in Checkland Building, room A205. Finally, there is further information about the support she can offer on studentcentral > My School: Education > SoE Student Support and Guidance.

Module Tutors/Module Leader

It may sound obvious, but the majority of questions from students relate to their modules. Therefore, your module tutor will form a critical part of your support network. Any specific modular questions relating to content, assessment, reading and/or study tasks etc should be directed to your module tutor.

Programme Administrator

The programme administrator will be able to deal with issues relating to your student profile. This may include ensuring your academic/student details are up to date.

Student Services

You will find a list of student support services further on in this booklet. Student Services can help you with a range of issues including finance, careers, housing, medical, part-time work, dyslexia and disability and personal counselling. Student Services are based in E Wing, Checkland Building and can be contacted on 01273 643584.

Students' Union (SU)

As with Student Services, the SU offers a wide range of support and/or activities to help you get the most out of your time at University. This includes clubs, societies and volunteering schemes. You can find information at www.brightonsu.com and follow them on Twitter and Facebook.

Finally, it is worth stressing that in higher education there is an expectation that students become increasingly autonomous and self-directing. Therefore, before you send an email to your tutor, double check that the information you are seeking does not already exist on studentcentral, the university website or in your Unimail inbox.

Alternatively, checking with classmates can often be the swiftest way to resolve simple issues/questions.

Support tutoring schedule

Support tutoring sessions can be found on your timetables. There are four scheduled support tutoring meetings throughout the year:

- 1st Support Tutor meeting – October
- 2nd Support Tutor meeting – November
- 3rd Support Tutor meeting – March
- 4th Support Tutor meeting – May

The first opportunity to meet your support tutor will be in 'Welcome Week', the second, in the second part of the first semester, the third in the first part of Semester 2 before Easter and the final meeting is towards the end of the academic year.

You are expected to attend each of these meetings, which will be held in small groups of approximately 6–10 students. Each meeting will last about 45 minutes, and will afford you the opportunity to:

- discuss your progress
- share aspects of your learning/professional development and
- seek further guidance and/or support.

Pebblepad – your e-portfolio

Your support tutor will email you prior to each meeting, as a reminder of your forthcoming meeting and to identify specific preparatory tasks to be undertaken. Normally, these tasks will be completed using Pebblepad (e-portfolio). For example, you will be expected to:

- upload your preparation for the meetings prior to attending them and
- follow up each session by writing a reflection and/or setting personal goals.



Throughout the year, support tutors may ask you to share elements of your Pebblepad with them, in order to gain a clearer sense of academic and/or professional progress. You will be shown how to use Pebblepad and there will also be workshops that you can attend throughout the year.

However, practice makes perfect! So, we strongly advise you use Pebblepad regularly in order to develop your confidence and skill in using it. www.pebblepad.co.uk/help

FREQUENTLY ASKED QUESTIONS



Can I speak with my support tutor individually?

Yes. As stated, the support tutor sessions will be conducted in small groups. However, if you wish to meet with your tutor individually, to discuss sensitive matters that you would not wish to share in the group, then please send your support tutor an email requesting to meet. Alternatively, you may wish to seek support from Student Services or from the School of Education student support and guidance tutor.



May I email tutors?

Tutors will aim to respond promptly to requests during normal office hours, although tutors are not always on campus and also have other commitments outside of the university. Tutors will place an automatic reply when they are on leave, notifying you of their return.

Will I be reminded of the support tutor sessions?

Yes. Your support tutor will send an email reminder two-weeks prior to your group support tutoring session. However, we do expect all students to keep an updated diary of scheduled events and to check their Unimail daily.



Are support tutoring sessions optional or do I have to attend?

Attendance at your support tutoring session is expected and monitored. This reflects the importance we attribute to these meetings. If you are unable to make the meeting your support tutor will expect an email apology in advance. They will also expect you to catch-up on any of the tasks set.

Will I need to do anything for the support tutor session?

Normally, you will be asked to contribute to these group meetings by reflecting upon aspects of your learning and/or raising any issues/questions that will support your progress. Usually you will be asked to complete some professional and/or academic development task/reflections on Pebblepad and share them with your tutor.

If I speak to my support tutor about something personal, will they keep it confidential?

Generally, personal information you disclose to your support tutor will not be revealed to others without your express permission. Your support tutor might suggest that it is in your interest to share certain information with your programme leader (for example, information that could be used as evidence for mitigating circumstances).

However, as a general rule, it is your final decision as to whether this information is shared. Confidentiality will only be broken in exceptional circumstances; for example, where you are deemed to be a danger to yourself or to others, or if there is a legal duty.

Can I request a different support tutor?

Try to remember this is a professional rather than a personal relationship, so it is not essential for your tutor to be your preferred lecturer. However, it is important that you feel comfortable to be able to raise issues that trouble you.

If that is not the case, for whatever reason, please discuss the problem with your phase leader or SSGT. If necessary, you may be allocated a new tutor. However, don't make hasty decisions about your support tutor, especially in the first few months of your programme.

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What if I'm having difficulty with particular aspects of a module?

Specific difficulties with modules should be discussed with your module tutor. For general issues, such as managing deadlines or structuring essays, then your support tutor can offer advice, or help you find additional support.

I would like to be tested for dyslexia, who should I talk to?

Student Services (dyslexia and disability team) are equipped to assess any student's disability or additional learning need. You may want to contact the SSGT in the first instance to discuss your concern. They will then be able to help you book a meeting with the dyslexia and disability team.

Who do I speak to if I'm worried about other things like money, housing, health, stress or finding part-time work?

Health, housing, financial difficulties, or problems caused by taking on too much part-time work to make ends meet, are common causes of student stress. There is no magic answer to this, but talking it over may help put things in perspective, and there are practical sources of help and advice available from Mel Gill (SSGT), Student Services and the Students' Union Welfare office.

What if an issue is too personal to discuss with my tutor?

However well you get on with your tutor, there may be issues that you'd rather not discuss with them, especially if they involve health or personal relationships. The most important thing is that you find someone suitable to talk to. Your tutor may refer you to the SSGT or sources of specialist advice. Alternatively, you can go directly to Student Services or the Students' Union, both of whom offer a support service.

Who do I talk to if I wish to apply for an extension or mitigating circumstances?

You will need to follow guidance in your handbook and/or speak to your support tutor as to how to complete the process for both extensions and mitigating circumstances. However, in summary, on the Education BA(Hons) programme it is your support tutor coordinator that deals with extensions.

A written form will need to be completed (with evidence) and emailed to him/her. If you wish to discuss mitigating circumstances, then you will need to speak to the main School office.

Can I find a copy of this booklet anywhere else?

Yes. An electronic copy of this booklet can be found on studentcentral > my course > support tutoring. You may also refer to the University webpage for student study support: www.brighton.ac.uk/studentlife/studysupport/tutoring



ADDITIONAL SUPPORT AND GUIDANCE



Student Support and Guidance Tutor

Mel Gill is the student support and guidance tutor for the School of Education (SSGT). Her main function is to support students in managing their study as well as offering advice and guidance in a range of areas. If you have any issues which affect your ability to study successfully you can contact Mel either by email m.gill@brighton.ac.uk or telephone 01273 643375.



Academic Study Kit (ASK)

The ASK website is designed in partnership with students to familiarise you with the skills you will need to achieve study success at university, and the study methods which will help you to get the most out of your learning experience. This site is always updated with new resources to help you develop effective study techniques, whether you are a new student, a current undergraduate, or a postgraduate. You can find the ASK website here: www.brighton.ac.uk/ask/



Peer Assisted Study Support (PASS)

PASS is a student-led initiative where issues relating to course material and student life can be discussed in a friendly, informal environment with peers and trained student facilitators. PASS provides an opportunity to make new friends to study within small group sessions with approximately 10–15 students and two student leaders.

It's a safe place to ask questions and improve your confidence in your studies. PASS runs in 29 countries and more than 1,500 institutions worldwide. In other universities regular attendees of PASS have shown better knowledge and understanding of course material and have improved their grades by 10–20 per cent.

Admissions and general enquiries

The admissions team are your first point of contact for help with studentcentral, activating your university account or any other questions you have about starting university. You can also talk to the admissions team and read our FAQs on studentcentral. 01273 644644 admissions@brighton.ac.uk

Tuition fees enquiry team

For queries about what fee you need to pay and how to pay contact the fee enquiry team. 01273 642449 fees@brighton.ac.uk

Fees, loans and grants: 01273 642449

Fee assessment: 01273 644500

Enrolment helpline

For questions about online enrolment or in-person registration as a student at the university. 01273 644777 studentadministration@brighton.ac.uk

Accommodation

The university has accommodation offices in Brighton, Eastbourne and Hastings. Offices are open between 10am and 4pm from Monday–Friday. The accommodation offices are generally extremely busy in August and September. Please be patient when trying to contact us. You should also check studentcentral regularly for updates about accommodation.

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Brighton Accommodation

This office handles Moulsecocomb, Grand Parade and Falmer halls of residence queries and private sector accommodation enquiries for Brighton-based students.
01273 644100
accommodation@brighton.ac.uk

Student Services

Student Services are here to help you have a great university experience. We can provide you with help and advice if you have concerns or questions about money, health, visas or combining work with study. Student Services also manage the university's careers, counselling, childcare and volunteering services and the Chaplaincy. We have offices on each university campus.
studentservices@brighton.ac.uk
Falmer: 01273 643845

Childcare

Moulsecocomb: 01273 642021
Grand Parade: 01273 277016
childcare@brighton.ac.uk

Disability and Dyslexia

01273 643799
disability@brighton.ac.uk

Student Advice Service

Specialist advice about issues including benefits, money management, visas and immigration
01273 642888
studentadvice@brighton.ac.uk

Careers Service

Find part-time work:
01273 642855
careers@brighton.ac.uk

Sport Brighton

Advice about our facilities, the availability of sports and activities and how to join in
01273 643520
www.brighton.ac.uk/sportbrighton

School of Education office

01273 643386
deped@brighton.ac.uk

Partnership Office (Placement enquiries, issues, travel claims etc)

Tel. 01273 643411
Fax. 01273 643218

Contact details of support team on Education BA(Hons)

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formats on request.**

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Details are, however, subject to change.
For latest information please check
studentcentral.

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