

## **B12. STUDENT PASTORAL SUPPORT**

### **B12.1 Aim**

To support all students in personal and pastoral matters.

### **B12.2 Responsibilities**

Any member of staff is likely to be involved in offering guidance and support to students. Specific staff involved in pastoral support are

Pastoral Tutors  
Stage Tutors

Any **Pastoral Tutor** responsible for year 1 students should:

- Inviting each tutee to a personal meeting at least once a fortnight during term times.
- Providing personal and academic guidance and advice when requested.
- Referring students to a School colleague and/or other University support services (e.g. Student Services, Chaplaincy, Medical Centre) when appropriate.
- Providing references when requested.
- Ensuring that the student communicates any relevant information to the Extenuating Circumstances Panel Representative.

The **Extenuating Circumstances Panel Representative** is responsible for:

- Representing the School on the Faculty's Extenuating Circumstances Panel.
- Providing advice concerning extenuating circumstances to the Awards Boards for which the School is responsible.

### **B12.3 Procedure**

Each student is made aware of their appropriate Pastoral and Stage Tutors at the beginning of the academic year. Normally, the Stage Tutor will call an early class tutorial session to effect introductions and to elect student representatives. The Stage and Pastoral Tutors will then make arrangements for individual or small group meetings as required. Early initial and regular contact between Pastoral tutors and students is especially important at Stage 1.

Students with specific queries regarding a module are advised to speak to the Module Leader in the first instance. The Stage Tutor is intended to be the first point of enquiry for general academic advice. The Pastoral Tutor is the first point of contact for general advice. However a student may prefer to seek advice elsewhere and a Tutor may refer the student to a colleague who is more able or qualified to deal with the case. Students with more complex problems will normally be referred to an appropriate department of the University's Student Services.

Any matter discussed between the student and their tutor will remain confidential if the student wishes.