



**UCL**

WHAT  
DO  
YOU  
NEED  
TO  
SUCCEED?

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Personal tutoring at UCL

**PRACTICAL ADVICE**  
**ENCOURAGEMENT**  
**HELP GUIDANCE**  
**SUPPORT**  
**INDEPENDENCE SKILLS**  
**SOLUTIONS EXPERTISE**  
**DEVELOPMENT**  
**KNOWLEDGE FEEDBACK**  
**CAREER PROGRESS**  
**RECOMMENDATIONS**  
**DIRECTION**

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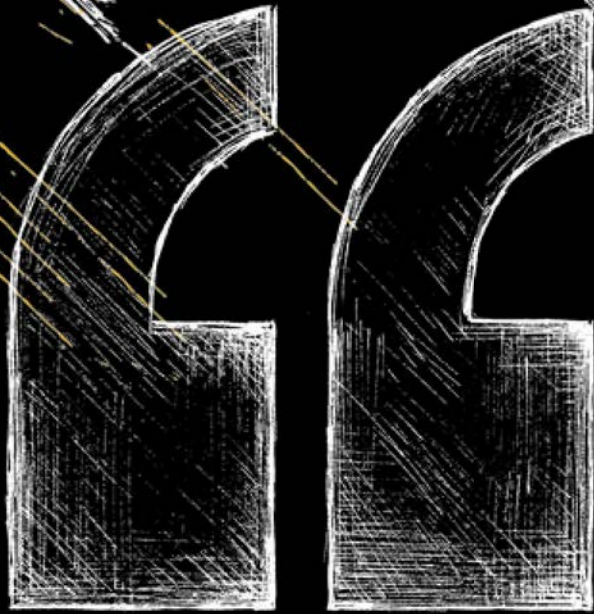
As a student on a taught programme at UCL, one of your first priorities should be to meet your personal tutor. He or she will help you to get the most out of your studies, and provide support and encouragement during your time at university.

Personal tutoring is organised by your department, and different departments may take slightly different approaches, but this guide covers the main features and answers the most commonly asked questions.

# LET'S GET STARTED

## What to expect from your personal tutor

- **Help with settling into life at UCL** through practical guidance, support and encouragement during those important early days.
- **Opportunities to discuss your academic progress** and develop your confidence with independent learning.
- **Support if the going gets tough**, from advice on keeping up with your studies to sources of specialist help.
- **Encouragement and an informed view** with ways to enhance your academic studies and build your CV.
- **A reliable point of contact** throughout your studies, enabling you to make the most of your time at UCL.

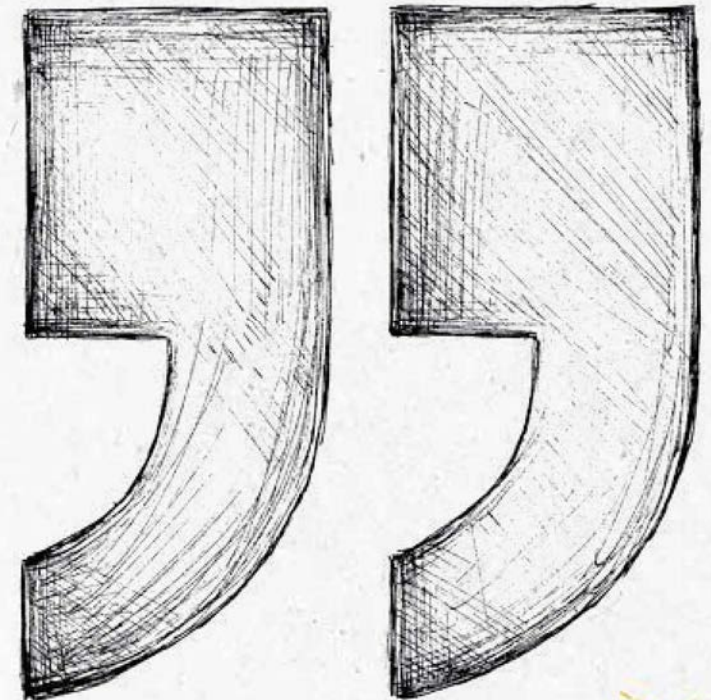


*We believe that students should have access to world-class support at UCL. Your personal tutor will help you navigate the sometimes overwhelming early weeks at university and will offer support right until the end of your journey. This is one of the first relationships you will form with staff and it's a great way to enhance your entire student experience here.*

**Aiysha Qureshi**  
Welfare & International Officer  
Students' Union UCL

*At the heart of a UCL education is the idea that our students shape their own academic journey. Your personal tutor is there to guide you on that path: they are someone with whom you can discuss your progress and ask for advice about your programme. They can also help you to access careers and other support services. I warmly encourage you to work with your personal tutor to make the best of your time at UCL.*

**Professor Anthony Smith**  
Vice-Provost (Education & Student Affairs)



# How personal tutoring works

- 1** Your department will tell you who your personal tutor is and give you their contact details. They are usually academic staff members with a variety of responsibilities, so you may have encountered them already in a different capacity.
- 2** Arrange a time to meet and establish the foundations for a relationship that will support you throughout your time at UCL. It's crucial to make this connection quickly so that you begin benefiting immediately.
- 3** Set up regular meetings to discuss your academic progress, share opinions and get encouragement with extra- or co-curricular activities. Before your first meeting, use the *Things to talk about* handbook to help you prepare.
- 4** If you're struggling with work or personal issues, your personal tutor can offer advice and put you in touch with specialist services, so make sure you know when they are available.
- 5** Keep in contact with your personal tutor throughout your time at UCL and they will be ideally placed to offer guidance on life after graduation, help build your CV and even write a reference to help with your future career.

*most importantly...*

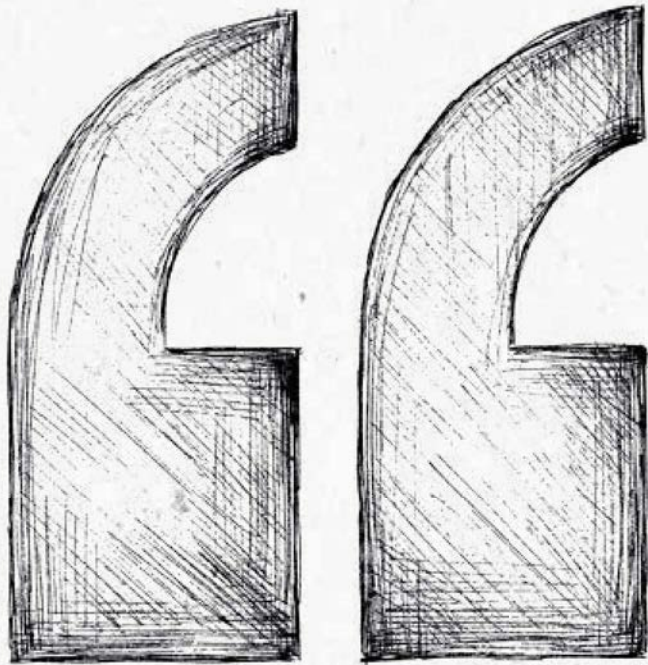
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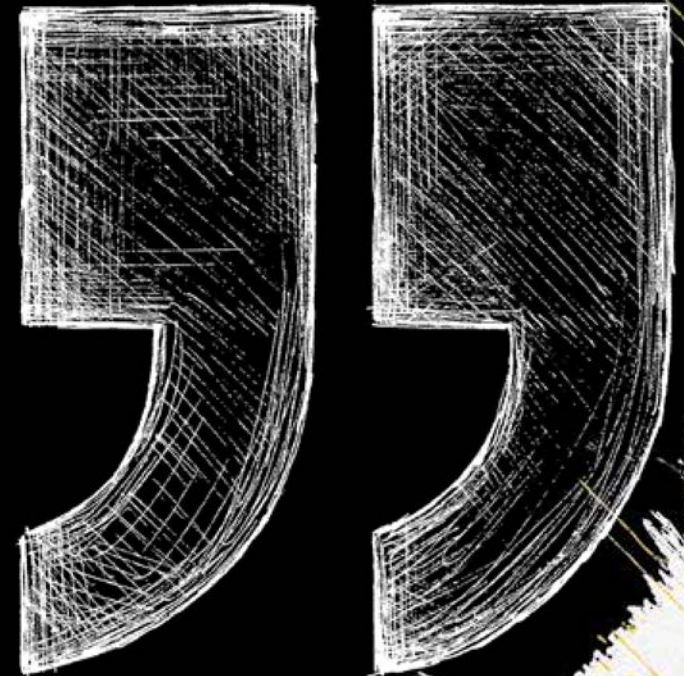
*For me, it boils down to being a person who will listen and ask questions. I am continuously learning about what matters to students and what they find interesting. I am here to offer guidance but, most importantly, I think students value having someone who will step back from the detail and listen to them talk about their academic journey.*

**Dr Cloda Jenkins, FHEA**

BSc Programme Director, Department of Economics  
Principal Teaching Fellow and Careers Tutor

*The one-to-one sessions are invaluable for feedback and improvement, and I reached out to my personal tutor several times when I had personal or study-related problems. I received fantastic support throughout and I now feel prepared for postgraduate study.*

**National Student Survey 2017**





**YOUR  
QUESTIONS  
ANSWERED**

## Frequently asked questions

### Which members of staff are personal tutors?

Your personal tutor is usually an academic member of staff in your department. He or she will teach students, undertake world-class research in their field and will sometimes have responsibility for other aspects of teaching and learning, such as university admissions, education or assessment.

### How does the process begin?

Your department will tell you your personal tutor's name when you begin your programme of study. When you arrive at UCL, either your department administrator or your personal tutor will send you an email to arrange a meeting which you should organise as soon as possible. Once the meeting is arranged, you may find the *Things to Talk About* handbook useful to help you structure your meetings. You can download the handbook from: [www.ucl.ac.uk/personal-tutoring-lets-talk](http://www.ucl.ac.uk/personal-tutoring-lets-talk)

### Will I have the same personal tutor throughout my time at UCL?

For most students, the answer is yes – your personal tutor will support you from induction through to graduation. In some cases, however, it will be necessary for you to be allocated a new personal tutor. If your personal tutor does change, your new tutor will make every effort to get to know you as soon as possible – and we encourage you to make every effort to know them, too.

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### **What if I can't get hold of my personal tutor?**

If you have tried to meet your personal tutor and you discover that they are not available, then you should contact your departmental tutor, who will be able to help you connect with your tutor, or will identify an alternative tutor, if necessary.

### **Will I get help with one-to-one tutoring?**

No. Unlike a private tutor, personal tutors are not able to work one-to-one with you to prepare specific pieces of academic work. If you are struggling to complete work independently or experiencing other academic difficulties, you should still speak to your personal tutor. They will encourage you to develop an independent style of learning and help you to seek further specialist support with study skills.

### **When will my personal tutor direct me to other support at UCL?**

As an academic member of staff with various research interests and expertise, your personal tutor will not always be an expert in all areas you are studying, although they will be committed to your general academic progress and development. If your personal tutor does not have expertise in a particular area of your studies, they will direct you to other staff within the department who will provide support for your chosen academic subjects.


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### **Can my personal tutor help with non-academic issues?**

Yes and no. Personal tutors are highly qualified members of academic staff with different skills and professional experiences, but they do not receive training to be student counsellors, careers advisers, disability advisers or immigration/housing/money/welfare specialists. However, UCL has staff trained in all of these areas. Your personal tutor will be committed to supporting your wellbeing and will be able to direct you to further specialist support or guidance, when required. Crucially, a personal tutor can discuss how difficulties may impact on your studies.

### **Where else can I get help?**

Personal tutors cannot answer all questions about all aspects of your university experience. They will do their best to help, even if that's just pointing you in the direction of the answer. UCL staff in Student Support and Wellbeing or advisers at the Students' Union are also on hand to answer your questions.



**For more information on personal tutoring and a list of useful links, go to:**

**[www.ucl.ac.uk/personal-tutoring](http://www.ucl.ac.uk/personal-tutoring)**



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# Useful contacts

## **Student Psychological Services**

Website: [www.ucl.ac.uk/student-psychological-services](http://www.ucl.ac.uk/student-psychological-services)

Address: **3 Taviton St  
London, WC1H 0BT**

Telephone: **020 7679 1487**

## **Student Disability Services**

Website: [www.ucl.ac.uk/disability](http://www.ucl.ac.uk/disability)

Drop-in: **Mondays and Wednesdays 2 – 4pm  
Tuesdays, Thursdays and Fridays  
10.30am – 12.30pm**

Address: **40 Bedford Square  
London, WC1H 0AL**

Telephone: **020 7679 0100**

## **Students' Union Advice Service**

Website: [www.studentsunionucl.org/advice](http://www.studentsunionucl.org/advice)

Drop-in: **Mondays to Thursdays  
10am – 1pm and 2 – 4pm**

Address: **Floor 1, 15 Gordon Street  
London, WC1H 0AH**

**[www.ucl.ac.uk](http://www.ucl.ac.uk)**