

Policy Identifier: Tutor System Procedure

Policy Title:	Tutor System Procedure
Description:	The purpose of this policy is to outline key aspects of how the system works for staff, although it may be of interest to students who wish to acquire detailed knowledge of the system.
Author (Position):	Vice President (Academic Affairs) and Registrar
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Tutor System Procedure

1 Context

The personal Tutor System has for many years been a key part of the support infrastructure provided for students in Marino Institute of Education (MIE). The purpose of this policy is to outline key aspects of how the system works for staff. Although this document is primarily written for staff members who act as Tutors, it may be of interest to students who wish to acquire detailed knowledge of the system. All full-time lecturers and part-time lecturers who work at least two days per week are required to be allocated Tutees.

2 Purpose

The personal Tutor System is for full-time students only. It is a central component of life in MIE. Tutors provide support for student's general welfare and development insofar as it impinges on students' progression through their course. It should be noted that the Tutor System is provided by MIE on the basis of its commitment to and concern for the welfare of its students. In assigning Tutors for each student, MIE is exercising its legitimate interests in supporting the student body.

The purpose of this document is to give Tutors an understanding of the role of the Tutor in MIE and some information that may be helpful to Tutors, when assisting their Tutees.

3 Scope

All full-time lecturers and part-time lecturers who work at least two days per week are required to be allocated Tutees.

4 General Principles

- 4.1 Every full-time student is allocated a personal Tutor at the start of their course. This is specified during the course orientation programme, where they will also meet their Tutors. The prior consent of Tutees is not required for their participation in, and benefit from this support service.
- 4.2 Tutees are allocated to Tutors by the [Registrar's Office](#).
- 4.3 A lecturer may opt into acting as Tutor on specific courses with which the lecturer is familiar. This is specified in the staff contract and lecturers are informed of this once they begin working in MIE.

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- 4.4 Where possible, students from Gaelscoileanna and Gaeltacht areas are assigned a Tutor who is comfortable communicating through the medium of Irish.
- 4.5 Students on the Báitsiléir san Oideachas trí Mheán na Gaeilge (Bunmhúinteoireacht) will be assigned a Tutor who is comfortable communicating through the medium of Irish.
- 4.6 Students will be told who their Tutor is during orientation and the Tutor's name will be posted in the student's area on [MAESTRO](#).
- 4.7 Faculty will be able to view their current assignment of Tutees through [MAESTRO](#), typically in the Reports section under the "My Tutees" tab. If they are not listed there or a discrepancy occurs, a staff member can contact the [Registrar's Office](#). Under "My Tutee", Tutors have access to basic information including their assigned student's email address, course, year and group. Other records or information such as attendance and academic progress can only be requested through the [Registrar's Office](#), with the prior, written consent of the Tutee.
- 4.8 The Tutor will establish initial contact with their Tutees by meeting them, ideally during induction or at another mutually convenient time, typically within the first three weeks of the course.
- 4.9 The Tutor will meet with a Tutee, at a Tutee's request, without unreasonable delay in relation to matters affecting the Tutee's progress through the course.
- 4.10 Insofar as is practicable, interactions between Tutors and Tutees will take place between 9am and 6pm, Monday to Friday, during term time.
- 4.11 Tutors may email their group of Tutees using the relevant group email that is available through [MAESTRO](#).
- 4.12 Tutees will be assigned to all full-time lecturers and on a pro-rata basis to part-time contract staff.
- 4.13 Where a Tutor is on long-term leave (e.g. [Maternity Leave](#)), the Tutor will notify the [Registrar's Office](#) who will make alternative arrangements for the Tutor's Tutees and will advise the Tutees of the alternative arrangements.

- 4.14 If a Tutor is unavailable to meet with a student at a potentially critical time (e.g. when exam results are published), the Tutor will make alternative arrangements in advance with the student.
- 4.15 In the event of a critical incident occurring, [MIE's Critical Incident Care Plan](#) sets out the procedures to be followed with a view to managing the wellbeing of all MIE students and staff.
- 4.16 If a student wishes to be assigned to a new Tutor, the student may make the request for a reassignment through the [Registrar's Office](#). The student is not required to give a reason for making the request.
- 4.17 If a Tutor wishes a Tutee to be reassigned to another Tutor, the Tutor may make that request through the [Registrar's Office](#). The Tutor is not required to give a reason for making the request.
- 4.18 Where a tutee is assigned a new tutor, either at the tutee's request or the request of the tutor, the original tutor will destroy any information related to the tutor-tutee relationship that is stored on the original tutor's computer or in their office. Where deemed pertinent and necessary, the original tutor, with the permission of the tutee, will transfer information to the Registrar's Office, which in turn will bring this information to the attention of the new tutor, with the full knowledge of the tutee.

5 Responsibilities

5.1 Attendance

- 5.1.1 Students are advised to keep their personal Tutor informed of any mitigating circumstances that may affect their attendance during the year.
- 5.1.2 Where a student's [attendance](#) is unsatisfactory in a module or in a semester, the student is required to meet with their personal Tutor, who must complete a form in relation to the Tutee's attendance. At this meeting, the Tutor will ask the Tutee if mitigating circumstances apply in relation to the Tutee's attendance and will encourage the Tutee to improve their subsequent attendance.
- 5.1.3 If a student is unavoidably absent from an exam, the student should inform the Tutor of the circumstances surrounding the absence at the earliest opportunity. The student should write to the [Registrar's Office](#) (registrars@mie.ie) explaining the absence and the Tutor will typically be consulted in deciding on the

consequences of the absence. Typically, where the absence relates to an annual exam¹, a student will be permitted to do the exam in the autumn, either as a first or a second attempt, depending on the reason for the absence. If the examination missed is a supplemental examination, the student will typically be given a fail grade which can be appealed to the [Court of First Appeal](#) where a student can request permission to be granted the opportunity to take a special examination in the module(s) missed. Where documentation is available (e.g. medical cert), this should be given to the [Registrar's Office](#).

5.2 Record Keeping

- 5.2.1 After a meeting dealing with matters of substance in relation to a Tutee's progress through MIE, it is helpful for a Tutor to write to the Tutee, by email, confirming the Tutor's understanding of the outcome of the meeting.
- 5.2.2 Rough notes made in relation to a meeting with a student are carried out anonymously and/or shredded afterwards.
- 5.2.3 In exceptional cases where notes are kept, they should be written with respect for the Tutee and with the understanding that they may be read by the Tutee. Notes kept should be clear, concise, dated and signed at the time they were written. Hardcopy notes should be stored in a secure locked location. Tutors should use the [Tutor Engagement Record](#) as a means of recording details of any engagement or interaction with their Tutees.
- 5.2.4 All records retained should adhere to [Document Retention Policy](#) and [MIE Records Retention Schedule](#).

5.3 Confidentiality

- 5.3.1 A Tutor should always seek the written consent of the Tutee to discuss matters relevant to examinations, school/work placement etc. with the relevant Institute personnel.
- 5.3.2 Tutors may discuss a student's case with a student's parent/guardian only with written permission of the student. In cases, however, where a Tutor believes a student is at significant risk of harm to self or others, they may seek advice from the [Counselling Service](#) about disclosing this matter to the relevant authority,

¹Policy on [Academic Assessment and Academic Progression](#)

including parents/guardians. Disclosure to a parent or guardian will only be done if there is a genuine concern of risk of harm to the student.

5.3.3 Tutees should be advised that there are limits to the confidentiality that applies. Should a Tutor believe that the Tutee constitutes a danger to themselves or to another person, a Tutor may need to seek advice from a colleague or from the [Counselling Service](#). Similarly, should a Tutee disclose abuse, the Tutor may be required by the [Safeguarding Policy: Children](#) to pass on the disclosure to the appropriate authorities².

5.4 Off-Book and Repeating

If a student is repeating one or more modules while not attending classes, they still retain access to the support of a Tutor. Tutors will continue to provide support for student's general welfare and development insofar as it impinges on students' progression through their course. The onus lies with the Tutees to maintain contact with their Tutor during their time while not attending classes.

5.5 Related Supports for Students in Marino Institute of Education

MIE has a dedicated [Counselling Service](#) which is available to all MIE Email marinocounselling@mie.ie to contact the Student Counsellor regarding a general query or book a consultation using the online booking system <https://scs.mie.ie/firstappointment> Please note that students can avail of a priority appointment Monday-Friday at 2pm or staff can make the request a student's behalf if they have the student's permission. The Tutor, or if unavailable, another member of Staff can accompany students to the appointment if they believe the student is at risk of harm to themselves or others.

5.5.1 Fairview Medical Centre:

- a. Website: <http://dublinfamilydoctor.com/>
- b. E-mail: info@fairviewmedical.ie
- c. Tel: 01-833 9856.

5.5.2 Student Assistance Fund

² In some instances where the student may not be able to make decisions for their own welfare, or may temporarily lack capacity to make such decisions, Tutors, at their discretion may seek advice from the MIE [Counselling Service](#) in relation to the [Assisted Decision-Making \(Capacity\) Act, 2015](#).

The [Student Assistance Fund](#) (SAF) provides financial support to full-time or part-time students who are experiencing financial difficulties while attending college³. The student assistance fund is managed by the SAF Committee and queries regarding information about the fund and how to apply for the fund should be directed to access@mie.ie.

5.5.3 Disability Service

Students who require particular supports or reasonable accommodations due to a disability or specific learning difficulty should be encouraged to register with the [Disability Service](#). The service is provided by [Trinity Disability Service](#) in conjunction with the MIE's Access Officer. The service aims to provide advice and support to students with disabilities. Queries regarding the disability service, in the first instance, should be directed to MIE's Access Officer at access@mie.ie.

5.6 Responsibility

The [Registrar's Office](#) is responsible for the implementation of the procedure in conjunction with academic staff members.

6 Related Documents

- 6.1 [Tutor System Policy](#)
- 6.2 [Tutor Engagement Record](#)
- 6.3 [MIE Critical Incident Care Plan](#)
- 6.4 [Child Safeguarding Statement](#)
- 6.5 [Safeguarding Policy: Children](#)
- 6.6 [Student Hardship Support Policy](#)
- 6.7 [Support for Pregnant Students at MIE](#)
- 6.8 [Dignity and Respect Policy](#)
- 6.9 [Code of Practice for Students with Disabilities](#)
- 6.10 [Student Complaints Procedure](#)
- 6.11 [Procedure for Quality Review of MIE Corporate and Student Support Services](#)
- 6.12 [Document Retention Policy](#)
- 6.13 [MIE Records Retention Schedule](#)

³[Student Hardship Support Policy](#)

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- 6.14 [Maternity Leave Policy](#)
- 6.15 [Attendance Monitoring Procedure](#)
- 6.16 [Academic Assessment and Academic Progression](#)