Guideline for Student Support and Personal Tutoring

Nature of the matter	Assistance Provision
Module enrolment processes	Faculty Student Support Team (FSST)
Module add/drop – optional modules (e.g	Faculty Student Support Team
what optional modules are available for	If more academic information about the
students to choose from, process of	optional modules is required, students can
add/drop, etc.)	enquire either directly from the module
	convenor or their personal tutor.
Academic advice related to module choice	Personal Tutor
or prospective pathways	
Voluntary interruption of studies process	FSST
Applying for ECs process	Faculty Assessment Team
Queries related to ECs specific to own	School's EC officer or Personal Tutor
situation	
Transfer programmes enquiries	FSST
Queries about mobility exchange and	School's Student Exchange or Mobility
transfer to the UK campus	Coordinator
Letter confirming students' registered status	FSST to assist / direct to Student Registry
Reference letters	Personal Tutor or relevant Academic
Advice regarding internships	School's Internship Coordinator or Career
	Advisory Office
Request for overseas examinations	Exams office
Queries related to exams, progression, resits	School's Exams Officer or Personal Tutor
Queries related to academic misconduct	School's Exams Officer or Academic
	Misconduct Officer
Absence request forms and process	FSST
Timetable queries	FSST

depression, anxiety), disabilities, and learning difficulties (e.g., dyslexia) Support with English language Centre for English Language and Foundation Education (CELFE) – more specifically, In-sessional English Language and Personal Development Support: https://www.nottingham.edu.my/CELFE/In-sessional-English-Language-and-Personal-Development-Support.aspx Visa Office General IT issues (e.g email, moodle access, Instatt malfunction etc). Queries related to MPU/General studies Careers and employability advice Harassment-related issues Personal Tutor or Career Advisory Services Harassment-related issues Everyday problems that affect studies or exam preparation, and family problems Generic academic advice regarding assessments Personal tutor. A more specific advice can be sought from the respective Module Convenor	Mental health issues (e.g., stress,	The Wellbeing and Learning Support
Support with English language Centre for English Language and Foundation Education (CELFE) – more specifically, In-sessional English Language and Personal Development Support: https://www.nottingham.edu.my/CELFE/In- sessional-English-Language-and-Personal- Development-Support.aspx Visa Office General IT issues (e.g email, moodle access, Instatt malfunction etc). Queries related to MPU/General studies Careers and employability advice Harassment-related issues Personal Tutor or Career Advisory Services Harassment-related issues Personal Tutor Everyday problems that affect studies or exam preparation, and family problems Generic academic advice regarding assessments Learningsupport/Index.aspx Centre for English Language and Foundation Education (CELFE) – more specifically, In-sessional English Language and Personal English Language and Personal- Foundation Education (CELFE) – more specifically, In-sessional English Language and Personal English Language and Personal- Foundation Education (CELFE) – more specifically, In-sessional English Language and Personal English Language and Personal- English Language and Personal- Personal- Development-Support: https://www.nottingham.edu.my/CELFE/In- sessional-English Language and Personal- Development-Support: https://www.nottingham.edu.my/CELFE/In- sessional-English Language and Personal- Development-Support: https://www.nottingham.edu.my/CELFE/In- sessional-English Language and Personal- English Language and Personal- Development-Support: https://www.nottingham.edu.my/CELFE/In- sessional-English Language and Personal- Development-Support.aspx Visa Office General Studies Department Careers and employability advice Personal Tutor Personal Tutor A more spec	depression, anxiety), disabilities, and	Department:
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Foundation Education (CELFE) – more specifically, In-sessional English Language and Personal Development Support: https://www.nottingham.edu.my/CELFE/In-sessional-English-Language-and-Personal-Development-Support.aspx Visa advice Visa Office General IT issues (e.g email, moodle access, Instatt malfunction etc). Queries related to MPU/General studies General Studies Department Careers and employability advice Personal Tutor or Career Advisory Services Harassment-related issues Personal Tutor Everyday problems that affect studies or exam preparation, and family problems Generic academic advice regarding assessments Personal tutor. A more specific advice can be sought from		<u>Learningsupport/Index.aspx</u>
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	Generic academic advice regarding	Personal tutor.
the respective Module Convenor	assessments	A more specific advice can be sought from
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Issues with peers or lecturers Personal Tutor	Issues with peers or lecturers	Personal Tutor
Advice regarding progression and Personal Tutor	Advice regarding progression and	Personal Tutor
assessment results	assessment results	

Source: Adapted from Personal Tutoring Pilot by School of Psychology 2023_19 Jul24