

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 what optional modules are available for students to choose from, process of add/drop, etc.)	Faculty Student Support Team If more academic information about the optional modules is required, students can enquire either directly from the module convenor or their personal tutor.
Academic advice related to module choice or prospective pathways	Personal Tutor
Voluntary interruption of studies process	FSST
Applying for ECs process	Faculty Assessment Team
Queries related to ECs specific to own situation	School's EC officer or Personal Tutor
Transfer programmes enquiries	FSST
Queries about mobility exchange and transfer to the UK campus	School's Student Exchange or Mobility 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

Mental health issues (e.g., stress, depression, anxiety), disabilities, and learning difficulties (e.g., dyslexia)	The Wellbeing and Learning Support Department: https://www.nottingham.edu.my/Wellbeing/Learningsupport/Index.aspx
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 advice	Visa Office
General IT issues (e.g email, moodle access, Instatt malfunction etc).	IT services
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	Personal Tutor
Generic academic advice regarding assessments	Personal tutor. A more specific advice can be sought from the respective Module Convenor
Issues with peers or lecturers	Personal Tutor
Advice regarding progression and assessment results	Personal Tutor

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