

**Document Identifier:** Tutee Engagement Record

<b>Document Title:</b>	Tutee Engagement Record
<b>Description:</b>	This document is to be used by Tutors as a means of recording the details of any engagement or interaction with their Tutees.
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## Tutee Engagement Record

### 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 [Tutor System Procedure](#) and [Tutor System Policy](#) outline key aspects of how the system works for staff. This document is primarily written for staff members who act as Tutors.

### 2. Purpose

- 2.1. The purpose of this document is to give Tutors a standard document as a means of recording details of any engagement or interaction with their Tutees (see [Appendix 1](#)).
- 2.2. This document ensures consistency in reporting as well as controlling the range and extent of personal data captured by each Tutor in relation to their Tutees.

### 3. Guidelines on What to Record

- 3.1. In line with MIE's [Tutor System Procedure](#) and [Tutor System Policy](#), record keeping should be "clear, concise, dated and signed" but also proportionate and effective. Records of meetings need not be exhaustive, nor do they need to be verbatim accounts.

Engagements and interactions via email or telephone are valid alternatives to a face to face meetings and the record keeping<sup>1</sup> process also applies in those instances.

- 3.2. Records of all engagements and interactions should include;
  - i. Date of consultation
  - ii. Issues raised or discussed
  - iii. Any action points for the Tutee
  - iv. Any action points for the Tutor
  - v. Details of any referral made to another source of support.

It is good practice to show your consultation notes to the Tutee and ask them to agree them, this can be carried out at the meeting or afterwards by email.

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<sup>1</sup> See [Document Retention Policy](#) and [MIE Records Retention Schedule](#)

Care should be taken in the level of detail recorded about a Tutee's personal difficulties or health issues. Intimate details are normally unnecessary unless the student requests that they are recorded. A record that a Tutee has a personal issue and has been referred to counselling or that a student has a health issue and is submitting a claim for mitigating circumstances would normally be sufficient<sup>2</sup>.

Where a student has a long-term or recurring issue then this should be recorded (e.g. where a student has caring responsibilities). Records should be kept of other relevant information gathered from third parties, for example, where a lecturer reports to the Tutor about a Tutee's non-attendance<sup>3</sup>, non-submission of coursework or other cause for concern, and any action taken by the Tutor as a result.

### **3.3. What not to record**

The student is entitled to see any Tutor record so it is advised that

- i. Records do not contain anything that the Tutor wishes the student not to see
- ii. Records are factual
- iii. Records should not be based on opinions
- iv. Records should be non-judgmental.

## **4. Related Documents**

- 4.1. [Tutor System Procedure](#)
- 4.2. [Tutor System Policy](#)
- 4.3. [Document Retention Policy](#)
- 4.4. [MIE Records Retention Schedule](#)
- 4.5. Adapted from the guidelines on what to record from the [Personal Tutor Handbook, Heriot Watt University; page 10](#).

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<sup>2</sup> See [Counselling Service](#) and [Mental Health Policy](#)

<sup>3</sup> See [Attendance Monitoring Procedure](#)

