

The Personal Tutor Portal at King's College London is a one-stop-shop for personal tutors to find out about their role and our students, as well as to easily access useful signposting information and resources.

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Popular documents & webpages:

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PERSONAL TUTOR DASHBOARD



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Within the “Supporting Your Students” section, staff can access a quick link to the emergency and Students at Risk procedure, as well as download a contact sheet featuring all university services, and view information on where to direct students to out of hours support.

WELFARE

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Inclusive practice principle

Understand how personal difficulties may impact on a tutee's engagement and progression: be sensitive to, and not judgemental of, their difficulties, referring as appropriate to specialist services. Always consider how difficulties can be supported, e.g. via [Mitigating Circumstances](#).



Read more about the principles of inclusive practice in the ["Knowing our students"](#) section.

Welfare 'check': any difficulties that are impacting on studies?



Download a one-page framework for tutorial discussions, as mentioned in the personal tutoring Code of Practice.

How should I signpost tutees to specialist support?

This short 'how to' document outlines good practice in signposting students to specialist services, including how to have open and supportive discussions.



Support outside office hours

You can direct tutees to external resources and crisis support guidance on [this Counselling service webpage](#).



Useful contact information

Download an interactive PDF that lists all contact, drop-in and appointment information for support & advice services at King's.



For contact details of specific Student Advice team members please check [this document](#).

Students should use the following methods to contact the Student Advice Team:

- Email advice@kcl.ac.uk
- Attend one of the [International, Housing or Money advice drop-ins](#)
- Call the Money and Housing advice line on Fridays 1-3pm on 020 7848 7002.

USEFUL CONTACT INFORMATION



EMERGENCIES & STUDENTS AT RISK



BACK TO "SUPPORTING YOUR TUTEES"



PORTAL HOMEPAGE



There are sections dedicated to a range of welfare topics, including mental health & counselling. This page outlines the role of the personal tutor in relation to the topic, and internal and external support that they can signpost their tutee to.

MENTAL HEALTH & COUNSELLING

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Your role as a personal tutor

is to guide students towards specialist support at King's, such as the [Counselling Service](#), [Health Centre](#) or [Disability Advisory Service](#), offering neutral and friendly support alongside any referral you may make. You should also ensure that your tutee is actively thinking about assessment, and encourage them to think about whether they need to apply for [mitigating circumstances](#).

If your tutee is considering interruption, transferring or withdrawal they should speak to [Student Advice](#) before completing the [Change of Circumstance process](#) to talk through the practicalities; this can include funding, accommodation arrangements and immigration status.

Unsure what support your tutee needs?

[Mental Health Advisers \(MHAs\)](#) are able to offer practical advice about issues relating to mental health, mental health awareness and self-care. So the best way to help students decide what support they need is to encourage them to arrange an appointment with an MHA.

Appointments with MHAs are a form of 'triage' for the counselling service: they can assess whether onward referral is appropriate for individual counselling, group therapy or focused short term group workshops.

It is useful for students to meet with a MH Advisor because they will be able to explore other support options, which could offer more immediate or 'interim' benefit while the student waits for other appointments.

Students in crisis



For emergency situations or if students are in crisis, you should follow the [Students at Risk procedure](#).

24/7 support: [The Samaritans](#)

- Students can telephone 116 123 for free and confidential emotional support 24 hours a day.
- Central London Samaritans (CLS) is located in Soho at [46 Marshall Street, W1F 9BF](#). CLS offers a **drop in service** for face to face befriending from 9am to 9pm every day of the year, no appointment is needed.

SAMARITANS HELPED ME WHEN NOBODY ELSE WAS UP

Talk to us any time you like, in your own way - about whatever's getting to you.

116 123 FREE
UK number 0800 111 111

jo@samaritans.org
samaritans.org

SAMARITANS

24/7 support: [Big White Wall](#)

DOWNLOAD @ A GLANCE GUIDE TO SIGNPOSTING



EMERGENCIES & 'STUDENTS AT RISK'



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PORTAL HOMEPAGE



The welfare pages give some context to the issue, make personal tutors aware of other support that may be available to students (in this case, a hardship fund) and then give clear information on the location of the university service, and how to make appointments. There is also a FAQ for each topic.

FINANCIAL HARDSHIP

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Your role as a personal tutor

...is to encourage your student to speak to a Specialist Money & Housing Adviser in [Advice & Guidance](#) at the earliest opportunity to check that s/he is receiving all potential financial support. All Specialist Student Support teams can be accessed via [Student Services](#). Support is most effective when students access help early and not solely if they hit a crisis point. Observing confidentiality, you should also inform your Senior Tutor if the financial difficulties are serious and enduring.

Regrettably, research proves that financial difficulties have a direct impact on academic performance as well as health, so it is essential that your students understand the importance of a proactive approach to these issues and use the specialist resources here at King's to help support their academic journey.

If your tutee is considering interruption, transferring or withdrawal they should speak to [Advice & Guidance](#) before completing the [Change of Registration process](#) to talk through the practicalities; this can include funding, accommodation arrangements and immigration status..

Points

Students might experience financial hardship at any time and for a variety of reasons; this can have a severe impact on their academic progress.

A student's eligibility to receive any financial support is highly dependent on her/his individual circumstances.

There are many places a student can go for advice on receiving financial support, including the Student Funding Office, Specialist Money & Housing Advisers in [Advice & Guidance](#) & the Centre for Doctoral Studies.

Is your tutee eligible for a hardship fund?

King's has a variety of hardship funds available for students, worth various amounts and with different eligibility criteria. More information is available on the [student funding webpages](#).

Places

[Student Services](#), now on Level 4, Bush House South East Wing, can handle enquiries about student finances and provide initial information, direct queries to the appropriate services and book appointments. They can also help to contain a student's situation if they present in crisis.

Advice & Guidance teams can support all students, including prospective students and students on a break, with a wide range of money enquiries. Details about how to make an appointment are in the box below.

For more details about where students can go for help please see the FAQ

How does a student make an appointment?

Advice & Guidance Drop-ins

For referrals for specific concerns

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