

Tutor (Associate Lecturer) Support Statement

There are several different tuition models in the OU. This statement refers to support on the majority of modules, where students are allocated to an Associate Lecturer who provides tuition, individual support and marks and provides written feedback on assignments. Tutorials may be provided by your allocated tutor and/or other tutors for the same module.

This statement was written for students, to expand on aspects of the Student Charter which relate to the relationship between students and their tutors.

What you can expect from your tutor

In the same way that most students study OU modules on a part-time basis, almost all OU tutors' contracts are for part-time work from home and they are therefore not expected to be available to students at all times. Your tutor is responsible for guiding, advising and supporting you throughout your module. They mark and provide feedback on your assignments, support your progress and provide tuition and other learning activities according to the arrangements for your module. If you have any queries or concerns about the support you are receiving, talk to your tutor or contact your Student Support Team (via the link on your [Student Home](#) pages).

Your tutor will do the following:

- Make contact with you to welcome you to the module, explain what you can expect on this module and, if you are new to the University, will provide an introduction to the OU's method of supported open learning.
- Give you guidance on how and when it is best to make contact with them and indicate how frequently they respond to OU email.
- Respond to your online or telephone queries promptly. If your tutor has to be away for 15 days or more the OU will give you an alternative point of contact.
- Your tutor is your first point of contact for module and study related advice and support. They will advise you on the appropriate point of contact within the University for matters which are better referred to other specialist staff.
- Assess your work fairly and objectively according to given marking schemes and give written feedback to help you in your learning, normally within ten working days of assignment deadlines, or ten working days after the date of any agreed extension, whichever is the later. Please note that Bank Holidays and other University Closure days (normally between Christmas and New Year) do not count as working days for this purpose.
- Provide academic support on the module normally through scheduled tutorial activities which may be face-to-face, online or by telephone. Reasonable adjustments to this support will be made to ensure that students aren't disadvantaged or discriminated against because of disability.

Approved April 2012, updated July 2019

- Use their broad understanding of the subject area and their up-to-date knowledge of both the module content and how it is taught and assessed to support your studies.
- Help you with the development of higher education study skills and good academic practices, relevant to both the module you are studying and future modules. They will provide guidance on developing as an effective independent learner.
- Uphold the academic standards of the University to maintain the quality and integrity of the module credit or qualification you are studying.
- Seek to make contact with you if you appear not to be engaging with the module activities, in order to discuss ways of supporting you with your studies and/or options open to you.

What your tutor can expect from you

The Student Charter is a commitment from all the members of the Open University to take joint responsibility for ensuring the success of the University. As a member of this community, you too have certain responsibilities.

- Make the commitment to spend the recommended number of hours per week on your studies and to participate in any tutorials and online forums provided as part of your learning activities.
- Make use of the learning resources in the recommended way, including the module's printed and/or online resources, the study planner and the discussions, and any input from your tutor or the module team in your tutor group forum and/or module forum.
- Plan your studies to ensure you meet any assignment cut-off dates, particularly any that occur whilst you are away from home.
- Contact your tutor if you anticipate any problems with submitting an assignment on time – you must obtain permission for an extension to the assignment cut-off date in advance. Late submission is not a right and for some assignments it is not permitted at all. Discuss your situation with your tutor. If they cannot help, they will refer you to a specialist colleague in another part of the University.
- Contact your tutor if you need help or you are finding it difficult to keep up with your studies.
- Respect any guidelines from your tutor about preferred channels of communication or preferred times for contact.
- Respond to emails or phone messages from your tutor or specialist staff in a timely way.
- Make use of the information and resources provided about the University services, policies and procedures (e.g. through the [Help Centre](#) in StudentHome) – this route may provide the answer to a procedural query more rapidly than asking your tutor.
- Attend face-to-face or online tutorials you have booked on, or, if you know you won't be attending, cancel your booking in good time.