



Skills for Learning Appointment Guidance

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GUIDANCE

1. Introduction

A key format of Skills for Learning (SfL) support is through 1-2-1 student appointments. These can take place either in-person or online.

Appointments offer students an opportunity to discuss their academic skills queries, as well as receive some general feedback on their work. The content of appointments does not differ from that of the [drop-in service](#), although they may run for slightly longer than a typical drop-in enquiry.

1.1 Aims and Purpose

The aims of this policy are to:

- Formalise the SfL team's 1-2-1 support.
- Clarify what is and is not a part of SfL's appointment service.
- Guide the SfL team with managing 'frequent' students, who may as a result be at risk of plagiarism offences.

2. Scope

This statement focusses on the SfL team, and does not consider the support provided by other services across the University (unless directly relevant).

2.1 Guidance details

The SfL team encourages students to seek 1-2-1 support with their academic skills. University staff may also refer students to SfL for an appointment. All requests should come to the SfL mailbox, skills@wlv.libanswers.com.

Appointments are only held outside of the [drop-in](#) opening hours. Where a student wishes to see somebody during a drop-in, they will be directed to this service.

All appointment data must be recorded by SfL staff, including student ID, name and course. This is for the purposes of student engagement reports, as well as sharing updates on particular students if requested by staff (eg: academic coaches following up on a student referral).

The SfL team is not a subject-specific service, and therefore staff cannot provide guidance on topics which move away from general academic skills. Where the SfL librarian feels they cannot give sound advice on a topic due to its subject, students will be informed and advised to contact their tutor/supervisor, or a Graduate Teaching Assistant (GTA).

As standard, appointments will be offered for a maximum of 50 minutes. This is to ensure students do not develop an over-reliance on the service.

Where a student has requested support on a single assignment more than twice, the SfL librarian will let the student know that they cannot give further advice on the assignment in question. The librarian will also inform the SfL team of the student's name, as well as the assignment topic. If the student contacts another member of the SfL team with the same enquiry, the SfL Manager will contact the student by email to reiterate our support limits.

Although the SfL team wishes to help all students as much as possible, repeated support for one assignment can result in unintentional plagiarism offences (i.e. collusion). Therefore, the team must be vigilant on behalf of the student.

There may be occasions where the SfL librarian may believe a student has plagiarised pieces of their work. For instance, where large sections of the assignment draft are written in a different style from other parts, or where the student's verbal communication does not match their written style. On these occasions, the librarian must recommend the student engage with the University's Academic Integrity Canvas course. However, where there is no absolute evidence of an AI offence, no further action will be taken by the SfL team.

3. Student Responsibilities

The SfL team supports learning across the university, and therefore a student's first choice of time cannot be guaranteed. To this end, students should make their request at least 48 hours in advance.

It is the responsibility of students to respond to communications from the SfL team, even where a referral has been made by another member of staff. If a student does not confirm their appointment – staff will usually be in touch via email – the SfL team cannot guarantee availability at the desired time.

Students must also ensure all work shared in an appointment is their own (or an attempt has been made to reference appropriately). SfL staff will not be responsible where a student has not done so and is later involved in a case of academic misconduct.

Where a student has a specific learning need which will impact the appointment directly, they should let the SfL librarian know in advance. This will allow the staff member to invite expertise from colleagues in Student Support & Wellbeing (where appropriate).

4. Staff Responsibilities

SfL staff will endeavour to meet with the student at their desired time and format (in-person, online etc.). Formats for online support include Canvas (Big Blue Button), Microsoft Teams, Skype and Google Meet.

Staff will also provide clear feedback on a piece of work, and will be available for follow-up questions concerning this feedback (usually by email).

5. Related Policies & University Frameworks

This guidance should be read in conjunction with the following policies and guidance:

- [Academic Skills Statement](#)
- [Education and Students Sub-Strategy](#)
- Graduate Attributes Framework
- [Inclusivity Framework](#)
- [Skills for Learning General Policy Paper](#)

6. Information and resources

The SfL service will continue to respond to the needs of the wider university, for the benefit of our students and staff. It is hoped that the above policy document clarifies the place of this service within the wider network of academic support at Wolverhampton.

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