

Skills for Learning – Feedback 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.

2. Aims

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.

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

3. 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, where appropriate. All requests should come to the SfL mailbox (details at the end of this document).

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).

For a summary of the types of support SfL can and cannot offer, see below:

We can	We cannot
Provide a sample of feedback (eg: a selection of references or a short section of an assignment).	Provide a full workshop as an appointment. In these cases, students will be directed to our workshops webpage
Look more generally through an assignment for feedback on a specific topic (eg: writing style, punctuation, paragraph structure)	Proof-read a student's work. We offer samples of feedback for the student to apply elsewhere (this includes reference lists).
Give advice on applying academic skills to a student's work	Advise on subject-specific issues

As standard, appointments will be offered for 30 minutes. This can be extended up to 50 minutes, at the Learning & Skills Development Manager's discretion. These timings are in place to ensure students maintain academic integrity.

As a general rule, the SfL will provide a sample of feedback for an assignment up to **two times**. 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).

Where a student would like support with multiple assignments in the same time period, the SfL Librarian will provide different examples of feedback for each assignment. For example, where they have given referencing guidance in one assignment, they will not repeat this for the next

assignment. In these cases, they will encourage the student to refer to the feedback already provided.

Note for doctoral students: We understand that researchers must complete a larger piece of academic work. The SfL team may see them for 1:1 support more frequently, though still in accordance with academic integrity requirements. For example, multiple appointments within a short timeframe or repeated support for the same issue will not be permitted.

There may be occasions where a SfL librarian believes 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 will recommend the student engage with the University's Academic Integrity Canvas course.

4. Student Responsibilities

Students should make their request for an appointment at least 48 hours in advance of their proposed time. They can do this by contacting the mailbox provided at the end of this document.

Where a student is more than 10 minutes late to a scheduled appointment, the team cannot guarantee this appointment will go ahead. Students should let the SfL team know if they expect to be delayed (see contact details below).

Furthermore, if a student does not attend a scheduled appointment on more than one occasion, the SfL team reserves the right to withhold further appointments. In these cases, they will be directed to the drop-in service.

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, it is recommended that they let the SfL librarian know in advance. The SfL team will make reasonable adjustments to its service, where these do not contradict the abovementioned focus on academic integrity. However, SfL is not a specialist support service, and in some cases it may be necessary for the student to contact the Disability and Inclusion team.

5. 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 and Google Meet.

Staff will also provide clear feedback on a piece of work, in accordance with academic integrity guidelines (see above).

Contact details:

Service email: skills@wlv.libanswers.com

Website: www.wlv.ac.uk/skills

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