

Skills for Learning – Appointment 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. 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).

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, where appropriate. All requests should come to the SfL mailbox, skills@wlv.libanswers.com.

Generally, appointments are only available when students are unable to attend our [drop-in](#) service. 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).

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 themselves (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.

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.

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 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

In the even that an appointment is necessary, the student's first choice of time cannot be guaranteed. This is because the SfL team supports staff and students in lectures as well as drop-ins, across our three campuses. Students should therefore make their request at least 48 hours in advance of their proposed time.

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).

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, in accordance with academic integrity (see above).

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 guidance document clarifies the place of this service within the wider network of academic support at Wolverhampton.

Contact details:

Service email: skills@wlv.libanswers.com

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