

Academic Advising Policy

Scope: All taught programmes leading to an award of City, University London

Summary: This policy provides the principles and purpose of academic advice at City St George's. It also sets out the baseline responsibilities of Academic Advisers providing support and of students in accessing academic advice. This policy will apply to partnership provision unless specific alternative arrangements have been agreed between City St George's and the partner institution and included in the Memorandum of Agreement for the partnership and student handbooks.

Date approved/re-approved

Revised May 2026

Revised July 2023

Amendment December 2017

Amendment July 2016

Previously approved September 2015

To be read in conjunction with Programme Handbook, [Student Charter](#), [Student Contact with Teaching Staff Beyond Formal Learning Opportunities Policy](#) [Taught Student Attendance and Engagement Policy](#), [1:1 Student Support Policy](#)

Date for review:

Effective from: September 2026

Equality and Diversity Statement

City St George's, University of London works to advance equity, diversity and inclusion in its activities, processes, and culture, for the whole University community, including staff, students and visitors.

The University will meet its obligations under the Equality Act 2010 in its policies and seek to eliminate discrimination on the basis of age, caring responsibilities, disability, gender identity, gender reassignment, marital status, neurodiversity, pregnancy, race, religion or belief, sex, sexual orientation, and socio-economic background.

Freedom of Speech Statement

City St George's, University of London, regards freedom of speech and academic freedom to be fundamental to delivering its mission as the University of business, practice and the professions. Its values in this respect are set out in a code of practice on freedom of speech and academic freedom, which explains how the University will uphold, secure, and promote freedom of speech within the law:

<https://www.citystgeorges.ac.uk/about/governance/policies/code-of-practice-on-freedom-of-speech>

Summary of approach:

All students at undergraduate and taught postgraduate level have the right to see a named academic member of staff to discuss what they need to do to succeed in their studies.

Purpose and aims:

To help you navigate the academic aspects of student life and support your progress, you will be allocated a named member of academic staff as your Academic Adviser. Your Academic Adviser does not replace your Programme Director or course office. They are a named academic point of contact for advice about your academic development, progress, and engagement with your studies.

Your Academic Adviser is there for you to talk to about your academic progress, development and overall experience of learning. They are a key point of contact throughout your programme, providing advice and guidance about the academic aspects of your student experience. This includes support with your transition into university and making informed choices about your studies and development.

Your Academic Adviser has knowledge, experience, and insight that will be beneficial as you progress through your programme. Your Adviser will also be able to help you think about your future beyond City St George's, such as support you can access for further study options or for employability.

You should keep in touch with your Academic Adviser and access the support on offer from them which can help you to overcome challenges affecting your studies and to succeed. This may include signposting you to other services. Academic Advisers work within a wider network of support, at both School and University level, and will help you access appropriate specialist or pastoral services where needed.

We are committed to ensuring that contact with your Academic Adviser is helpful and adds value to your educational experience.

This policy sets out our approach to academic advising including the responsibilities of staff and students in ensuring its effectiveness.

In this policy, “You”, or “your” refers to the student; “we”, “us” and “ours” refers to City St George’s, University of London.

This policy applies to all foundation, undergraduate and taught postgraduate students at City St George’s. [Senate Regulation 24](#) sets out provision for postgraduate research students.

Detailed information about academic advising arrangements for your programme, including how to access your Academic Adviser, are included in programme documentation. Please also see the range of resources on [Student Hub](#) to help you get the most from the support provided by your Academic Adviser.

Principles of Academic Advising

The following features ensure that academic advice is high quality and effective in providing the support to help you to be successful in your studies:

- Academic Advisers are members of academic staff who have been prepared for their role, by attending relevant training, and have sufficient knowledge of your programme and level of study to provide informed support for your learning journey. Academic advising is recognised as a valuable part of an academic’s role.
- Your Academic Adviser will support your success by providing programme-related and educational advice and by signposting other relevant services and resources that are available to you.
- Wherever possible we will ensure you are paired with Advisers from your School for the duration of your studies. This means that you will be supported by an academic with an understanding of your programme.
- Academic advising is a collaborative process requiring both you and your Adviser to meet the expectations set within this policy. You are expected to keep in contact with your Academic Adviser and take up the support and advice provided.
- Arranged meetings with your Academic Adviser could be on an individual basis and/or with a group of students from your programme at key points during your student journey.
- Academic Advisers work alongside a wide range of academic and professional staff who are here to support you in your academic studies, including those providing pastoral and wellbeing support. You can find out more about the support on offer and how to access it in the [1-1 Student Support Policy](#).
- The delivery of academic advising may vary across Schools, programmes and levels of study, and will be set out in programme-level documentation in line with this policy.

- School Boards of Studies oversee the quality and consistency of academic advising. The Student Experience Board oversees the overall delivery of this policy.
- It is the responsibility of the Deans of Schools (or their nominee) to ensure that everything is in place in their Schools to make this policy work. School Boards of Studies oversee the quality and consistency of academic advising. School Heads of Department (or equivalent) oversee the management of Academic Advisers.
- City St George's Professional Services support colleagues in Schools with this work including the provision of relevant guidance, advice, training and support to Academic Advisers.

Responsibilities of your Academic Adviser

Your Academic Adviser will support you by:

1. Creating a supportive and accessible environment

- being accessible, approachable, and someone with a related academic interest or background
- ensuring you know how to contact them
- being available to meet with you through group and/or individual meetings
- actively listening and providing a safe, non-judgemental space where you can talk about your progress and be heard
- respecting your confidentiality, however, there may be times when, due to an immediate concern for your welfare, City St George's will take appropriate steps to ensure your safety and wellbeing. This may mean discussing your case with appropriate sources of support, such as Safeguarding or Student Health & Wellbeing. Where possible, the Adviser will always attempt to ask you first, explain the reasons for this and work to agree with you about who the information should be shared with

2. Providing academic guidance and support

- providing general feedback and supporting your overall academic development
- offering practical academic guidance including help with module selection and study tips related to your area of study
- providing advice about your studies, including where these are directed to a particular profession and sharing, where applicable, professional networks
- being informed where there are concerns about your engagement and contacting you either directly or through appropriate support staff to understand why this is

3. Connecting you to opportunities and further support

- helping you to make the most of the opportunities on offer at City St George's
- helping you to think about your future beyond City St George's which may include support for your personal development and career planning
- referring you to specialist or professional services for support beyond the Academic Adviser role, where appropriate
- providing you with an academic reference for future employment, training, or study

Areas which fall outside the remit of the Academic Adviser are:

- decision making. Your Academic Adviser can provide advice and guidance, supporting you to make informed decisions in relation to your academic studies but they cannot make decisions for you.
- providing specialist or specific medical/health advice to you. This includes counselling, which is available through the Health and Wellbeing Service instead. You should contact your GP for issues with your health.
- offering expert immigration or specific financial advice to you. This support is available through Support@City.

Your role

You will benefit most from the support on offer by:

- proactively keeping in touch with your Academic Adviser so they are aware of your progress throughout your programme, and contacting them as soon as possible if you experience any difficulties with your studies so they can help you access appropriate support.
- attending all arranged individual and group meetings. If you are unable to be there you must let your Academic Adviser know in advance and arrange to reschedule.
- participating and engaging fully in all sessions. This may mean that you do some preparation for the meeting in advance.
- agreeing with your Academic Adviser how the outcomes of your discussions will be taken forward.
- acting on the advice and guidance provided by your Academic Adviser, including accessing other support that they recommend may be of benefit to you.
- always responding to a request for a discussion about your attendance and engagement with your modules or overall programme so that your situation can be understood.
- providing your Academic Adviser with relevant information when you are asking for help or a reference with sufficient notice.

Record Keeping

A record of your meetings will be made where appropriate in line with School or programme-level arrangements.

If you have been referred for support or if it is a group meeting, an electronic record of the meeting with your Academic Adviser may be kept. These records will be stored in a central repository.

Records will only be accessed by those whose role requires this and confidentiality of the information will be maintained. However, there may be occasions when it is necessary for someone other than your Academic Adviser to access your information to help you if your allocated Academic Adviser is absent for a period of time.

Use of Student Data

City St George's is committed to handling data with care and ensuring compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) which set out the legislative framework for managing personal data. We collect data for the purposes of supporting your academic progress, attendance and engagement with teaching and learning opportunities and for monitoring trends. This includes activity in teaching and learning systems and registering attendance at teaching venues. Your Academic Adviser may have access to your attendance and engagement record as well as your assessment results and career readiness information (where available). This information helps your Adviser assess how you are getting on and the support that you might need.

If you are not actively engaging with your studies, City St George's may contact you to offer support and signpost you to services to help you succeed. City processes personal data in accordance with the UK GDPR and the Data Protection Act 2018. Attendance and Engagement monitoring data will be retained in accordance with City's St George's Student Records Management Policy and Retention Schedule and shall not be used or shared for any other purposes. Deidentified aggregate data may be used for analytical purposes in order to generate reports related to student attendance and engagement. For more information about your personal data that we collect and how we use this, please see the [Privacy Notice for students](#).

Monitoring and Review

The Student Experience Board is responsible for university oversight of this policy.

The School Board of Studies is responsible for overseeing the effectiveness of academic advising within your School and will:

- Ensure that academic advising is operating in line with this policy, and that any additional programme-level arrangements for academic advising are outlined in your programme handbook.
- Refer information on both good practice and issues you have raised via the School Student Experience Committee. Annual reports will be considered by the Student Experience Board.
- Ensure there is an academic advising system in place for all programmes involving partner institutions. Specific arrangements for academic advising for partnership programmes will be set out in your student handbook and in the Memorandum of Agreement for the partnership.