

THE AOG - PART 4C

PROCESS TUTOR AND STUDY ADVISOR

HANDBOOK



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1 Introduction

All students at Wittenborg University of Applied Sciences are allocated a Process Tutor (PT) at the bachelor's level or a Study Advisor (SA) at the master's level.

Congratulations on being selected as a PT/SA! Your appointment reflects the confidence Wittenborg has in your ability to support students academically. This role offers both challenges and rewards, and we encourage you to uphold the highest standards of integrity and professionalism in your interactions with students

2 The Process Tutor/Study Advisor System at Wittenborg

The Process Tutor/Study Advisor at Wittenborg system plays a crucial role in our student support system (EEG-Part 4) by supporting students throughout their academic journey and in helping them to integrate into Wittenborg's academic environment, ensuring they navigate administrative and academic processes effectively. Our system is designed to provide personalised guidance and mentorship, helping students navigate academic challenges, plan their studies, and achieve their goals.

The tutoring process is there to facilitate timely intervention - as and when necessary - in the academic programme of students to enable them to set and achieve realistic, defined, academic goals.

Each student is assigned Process Tutor (PT) at the bachelor's level or a Study Advisor (SA) at the master's level who offers tailored advice on academic performance, course selection, and career development, ensuring that students have the resources and support needed to succeed in their studies and beyond.

We receive students from very varied backgrounds, cultures, and levels of competency. Therefore, we are conscious of the fact that for some of them, the start of their studies at Wittenborg may be their first exposure to complex and abstract concepts. The tutoring process endeavours to help students to navigate the complexities of the school's academic environment by helping them with planning, organising and evaluating their academic activities, as well as providing necessary and relevant academic information as the need arises.

Wittenborg has an open-door policy, which means that students find all PT/SA easily accessible during office hours on the days they are working (by appointment or walk-in).

Below you can find the structure and function of the system, highlighting the key responsibilities of tutors and advisors and how students can best engage with them.

2.1.1 Assigning Students

Once admitted to a Wittenborg programme, students are assigned to a PT/SA by the admissions administrators, based on their programme and/or specialisation. This information is saved in Osiris. When students have been assigned to a PT/SA, they are also allocated to the correct tutor group in the [Process Tutor Areas](#).

2.1.2 Receiving Students

PT/SA are immediately assigned when students start their studies. Once a student has been assigned to a PT/SA, the tutor is required to send a welcome email introducing themselves and formally inviting the student for an initial meeting. During this meeting, the signed student's Study Advice is reviewed. We advise that once the first formal biannual meeting has been held, the PT/SA assigns the student the responsibility of requesting and setting up the next formal meeting to fulfil the biannual requirement.

2.2 Responsibilities of PT/SA

The following are the duties of a PT/SA:

1. **Hold formal PT/SA meetings:** Each academic year, all PT/SAs are required to hold two formal PT/SA meetings with each student in their tutor group. The first meeting should be held preferably within the block in which the student was assigned to the group, and the second meeting falls after 6 months (3 blocks). In these formal meetings, the student's study plan is discussed. In addition, the signed Study Advice (with the Study Agreement) is reviewed, which serves as a study plan for the student. This plan is reviewed and updated with each subsequent formal tutor meeting in which a new plan is created.

The Study Advice is a formal document which is signed by both the student and the Registrar on behalf of the PT/SA.

To avoid scheduling problems, it is advisable that tutors set up a meeting schedule which can then be made available to the students (digitally or otherwise). The students can then schedule a meeting within one of the available time slots via the Office 365 calendar. The bookings tool available via Wittenborg's Office 365 environment for all staff members is a useful tool to manage the tutor meeting schedule effectively.

2. **Keeping records of the meetings held:** The PT/SA is responsible for keeping records of meetings held with students. Ideally, this is done in the form of an email in which the particular meeting is summarised. Such an email also serves as confirmation of the content that has been discussed. In case of any questions arising from the confirmation email, students are advised to send back an email within 3 days after the meeting for clarity. These records are essential for future reference or for enquiries.
3. **Communication of EC requirements:** PT/SAs are obliged to inform students that they are required to achieve a minimum of 30 European Credits (ECs) by the end of each academic year. Failure to meet the EC requirement results without communicating the reason to the PT/SA will lead to the withdrawal from the sponsorship with IND and/or direct deregistration from Wittenborg. In addition, the EU/EEA students' status will be communicated to the Dienst Uitvoering Onderwijs (DUO). For non-EU/EEA students, the Dutch Immigration and Naturalisation Authorities (IND) will be informed about the withdrawal from the sponsorship, leading to a revocation of the student's residence permit. The Student Registrar is responsible for flagging students with less than 30 ECs and together with the PT/SA takes a decision to deregister students, if necessary.
4. **Meetings with the Student Registrar:** PT/SA meet with the Student Registrar on a blockly basis to discuss the progress of students, especially those with a negative study advise, and to see to it that, where applicable, support is given to students in order to improve in their study progress.

5. **Communicating curriculum and timeline to students:** The PT/SA ensures that students assigned to them are familiar with the curriculum and the timeline (EEG-Part 3). This helps set the right expectations for students.
6. **Replying to correspondence:** PT/SAs are required to reply to all correspondence from their students within three working days. This could be a full reply or an acknowledgement with a commitment to send a full reply later.
7. **Student deregistration:** Whenever a student decides to stop their studies, the PT/SA is responsible for arranging a meeting with the student to clarify the issues behind the deregistration. PT/SAs can direct students to registrar@wittenborg.eu once the student has decided to stop their study at Wittenborg. Students need to fill in a Deregistration Form (provided by the Student Registrar) before their departure and return to the registrar. Please keep in mind that the student's academic situation at departure should be organised and finalised.
8. **The EEG:** PT/SAs should familiarise themselves with the EEG, as this is the central reference point for all guidelines and procedures within Wittenborg. Thorough knowledge of the EEG contents substantially increases the ability of the tutor to function in this capacity. In addition, Wittenborg maintains Frequently Asked Questions ([FAQ Studying@Wittenborg](mailto:FAQ_Studying@Wittenborg)) to enable easy access to most of the responses students may need to know. PT/SAs are required to direct students to those sources of information.
9. **Change of policies impacting programmes:** Where students raise concerns of changes that impact their programmes, the PT/SA is required to take up those cases and address them with the Head of Process Tutors/Study Advisors first. Thereafter, the decisions taken will be communicated to the student via the PT/SA.
10. **Exams and retakes:** PT/SAs have to be well conversant with the examinations at Wittenborg, which range in rules and regulations according to the exam types in each module. These are always updated in the EEG and in the case of amendments during the year, the PT/SA will be informed by announcements posted in [Teacher Resources](#). For further inquiries, PT/SAs can contact examresults@wittenborg.eu.
11. **Personal Development Plan (PDP) sessions:** PTs are to hold blockly PDP self-evaluation sessions with students. Self-evaluation sessions with process tutors are important for students' personal development because they promote self-awareness, foster accountability, enhance critical thinking, build confidence, facilitate feedback integration and above all encourage goal setting which allow students to set realistic, personalised goals and track their progress over time.
12. **Student Counsellor/Coach & Confidential Advisor:** PT/SAs are responsible to direct students to the proper support systems available at Wittenborg. All students have access to a student counsellor/coach, and a confidential advisor. Both are responsible for assisting students in certain matters not directly linked with their education programme and progress. Both can function as a

confidential one-to-one partner to students. However, their roles and the topics they deal with differ and PT/SAs can advise students accordingly. Refer to EEG-Part 4 for the distinct responsibilities of both.

- 13. Students having teacher/staff conflicts:** The PT/SA is responsible for ensuring any conflict between a student and faculty member or professional staff member is resolved. In case of any challenges, the PT/SA should consult with or refer the issue to the Head of Process Tutors/Study Advisors on how to handle this further.

To enhance your ability to fulfil your role as a PT/SA it is important that you are conversant with the FAQs posted online and visible to all students. It is advisable that for all correspondence to students you use the standard email templates available in the Process Tutor/Study Advisor Team.

Please follow the standard procedure and guide students to FAQs or the relevant parts of the EEG as much as possible. If you are not sure about any policy, rules or regulations, please consult with the Head of Process Tutors before answering a student.

2.2.1 Directing Students to the Right Department/Team

Special Cases and Disabilities

Students with special cases and disabilities should have discussed their individual situation prior to the admission process and made agreements on the individual support that can be provided, in line with Dutch law and individual insurance policies. Therefore, if a student approaches a PT/SA independently on this matter, it is essential that they are referred to the Student Registrar. Further information is available in EEG-Part 4 and EEG-Part 10.

Checking of Grades and Credits

All exam results are accessible to students in Osiris. The PT/SA should direct students to check the grades and progress overview themselves. In the case of any missing results, the student should send an email to the Examination Administration Team (examresults@wittenborg.eu).

Accessing Individual Module Online Areas

The module enrolment key gives students access to modules they take each block. The keys can be accessed via [Process Tutor/Study Advisor Areas](#) in the specific pathway/programme. In the case of not being active for 21 days, the student is automatically locked out and needs to enrol again.

Not Able to Access Moodle and/or Student Email

- **Blocked account:** If a student is not able to access the online area or student email, the student should be referred to the Student Registrar as in most cases it is either blocked due to fees arrears or the student has deferred studies.
- **Technical issues:** In cases where a student is experiencing technical issues, they should be referred to the Front Desk for further support.

Work Placement

Students are directed to the EEG-Part 7 to read the prerequisites of the Work Placement module. Thereafter, they need to fill in the [Work Placement Request Form](#) for further handling by the Work Placement Coordinator. The Work Placement Coordinator also handles a [Work Placement Waiver Request](#). Students can fill in the Work Placement Waiver Request Form once they have consulted with their PT/SA and prepared the required information and documents.

Allocation of Academic Supervisors

When students are approaching the end of their study (180 ECs for bachelor's students or approval on their research topic for master's students) they must take the module Graduation Assignment/Final Project (GA/FP). While students are solely responsible to manage this process as part of their studies, Wittenborg allocates an Academic Supervisor (AS) who monitors and guides the student during this process. The PT/SA instructs the student to read the EEG-Part 8 for detailed information, and thereafter the student has to fill in the [Academic Supervisor Request Form](#) for further handling by the Academic Supervision Coordinators.

Special Seats for Retakes

On condition that a student has a mitigating circumstance and/or a minimum of 210ECs (bachelors), or 55ECs (masters), a request can be made for a *Retake of the Remaining Module* if the remaining module is not within the block(s) prior to graduation. A maximum of two modules may be requested. Students are permitted to retake these remaining modules only once as a special seat. If the special seat retake is not successful, the student must follow the standard module planning process for retaking the exams.

A Retake of the Remaining Module can only be done when a student has attempted the normal exam (1st attempt).

PT/SAs must inform students of the following criteria:

- Students must have attempted the module they request a special seat for during the last block/retake it was offered.
- To be eligible for a special retake under mitigating circumstances, students must have gained a minimum score of a 4.0 in any of the previous attempts.
- A student is eligible for a special retake only if the student has made progress with the GA fulfilling the requirements as indicated in the EEG-Part 8 and is approaching their graduation date.

Special seats are not applicable for Research Proposals/Professional Based Learning/Project Week/Graduation Assignment/Final Project/Work Placement Report deadline extensions.

In situations where there is an approval, special seat retakes are always planned in the exam week with other regular exams. For Type 2 exams, the deadline will be Monday of the exam week and Type 1 exams will be planned and can be viewed from the timetable. This means that the exams can only be marked after the exam week.

For further information. Please refer to the EEG-PART 8.

Book Lending

Most required literature is now accessible online. Students should be referred to the book lending department/library to collect books as PT/SAs are not responsible for issuing books or making agreements regarding books.

Module/Class-Related Questions

PT/SAs should ensure that students are advised to raise any module or in-class-related questions with the respective module teacher. This helps to ensure that a question is resolved promptly. In principle, the PT/SA is not to interfere with the decision of the module teacher, unless deemed fit.

Expiry & Renewal of Student Residence Permit

When a student reports expiry of their residence permit, the PT/SA should direct the student to the Registry Department (registrar@wittenborg.eu) for assistance.

Change of Specialisations/Programme/Study location

In cases where students request to change their specialisation, the PT/SA should advise the student on the possible repercussions, e.g. the specialisation modules to be taken, possible delay in their graduation, change of tuition fee if the specialisation/programme location has changed, etc. The student then has to be referred to the Registry department for a decision. If the Student Registrar approves the change, the PT/SA prepares a transfer of the student to the responsible PT/SA as per the new specialisation and/or location. This is done by ensuring there is a proper handover, making sure that all details of the student are transferred and any other important information related to the student are made known to the new PT/SA.

Complaints

Students should present complaints to their PT/SA in writing in line with the procedures in the EEG-Part 4.

Finance-Related Questions

Students approaching PT/SAs regarding financial-related issues should be referred to the Registry Department.

Health-Related Issues

- **General illness/sickness:** When a student reports general sickness to the PT/SA, the student should be referred to the Front Desk who is responsible for making appointments with the General Practitioner. Students are informed of this procedure during the Introduction Week.
- **Psychological/Psychiatric issues:** In situations where a student needs support due to psychological/psychiatric issues, the PT/SA should refer the student to a General Practitioner. Students can ask the Front Desk to assist with making an appointment with the GP. Note that some students do not have insight into having any psychological/psychiatric problems. Should a student exhibit such signs, the PT/SA should refer the case to Head of Process Tutors for advice.

2.2.2 Responsibilities of Students

1. **Inform PT/SA:** Once students have been assigned a PT/SA, they are required to send an email to inform the PT/SA.
2. **Schedule PT/SA meetings:** Students are required to come for all scheduled PT/SA meetings. If for any reason they are unable to come for a scheduled meeting they should communicate this in a timely manner to the PT/SA. If this requirement is not met, the PT/SA should note this and records that the student was unwilling to comply with the process.
3. **Prepare up-to-date transcript (EC list):** Students are required to bring their latest, updated EC list to all formal tutor meetings. This is easily accessible from Osiris. It is advisable to remind the student to do this before the scheduled meeting to ensure this information is readily available during the meeting.
4. **Being conversant with the curriculum:** Students are required to be aware of the curriculum of their specialisation and follow it accordingly. They can find this in the EEG-Part 3.
5. **Read all communication sent via Process Tutor forums/emails:** Students are required to read the communication sent out to them to avoid delay or missing out on important information.
6. **Use of the standard Wittenborg timetable & General Year Planning:** Students should ensure they follow the times allocated to their lessons via [Timetable](#) and the General Year Planning via [Wittenborg Year Planning](#).