

Service Charter

This Charter sets out the general principles that students and mentors can follow and abide by. This Charter helps the student and mentor understand their role and responsibilities.

Who are the Academic Skills Mentors?

The Academic Skills Mentors are Liverpool Hope University students employed by Library and Learning Spaces who are available to help you develop your academic writing and study skills.

What can you expect your mentor to help you with?

- develop an understanding of the academic writing process and study skills techniques
- develop an independent and reflective approach to your writing and learning
- improve the structure and organisation of ideas in your writing
- understand academic style, language and conventions
- share techniques, tools and resources that can help you improve your study skills and academic writing
- signpost you to other relevant services and support

What won't your mentor be able to help with?

- act as a proofreading service prior to work being submitted
- advice on content or subject related issues
- making corrections or changes to an assignment
- correct or teach grammar
- marking or evaluation of work

What can your mentor expect from you?

- to arrive on time
- to come prepared to your meeting
- to not bring the same piece of work to go over
- to give your full attention during your one-to-one (put your mobile phone away)
- to book well in advance of your submission date
- if you need to cancel your meeting ensure you email in advance

Data Notice

- Please note that appointments with a mentor are confidential.
- We keep data from your registration form to plan for your appointment with your mentor and then for statistical and report-writing purposes, all data is kept and used in accordance with the [Student Privacy Notice](#). Individual students are never identified in these reports. We keep records based on your appointment for up to five years. These records help us to provide continuity of support to students who may see different mentors. If you have a Learning Support Plan we have asked for your permission for the mentor to view this information and keep a record. This will inform the mentor what learning and teaching adjustments should be made for your appointment.