



Personal Tutor Appointments

Information for students

We want your visit to the Wellbeing College to be as relaxed and helpful as possible, so here are some things you may wish to know before coming to your Personal Tutor Appointment.

What is a Personal Tutor appointment?

A Personal Tutor appointment is an opportunity for you to speak one-to-one with a Personal Tutor at the Wellbeing College. You may wish to have an appointment especially if you are new to the College to find out more about us and what we offer that may help you.

When you speak you also have the option to create a Personal Learning Plan. This short plan will focus on how you are looking after your mental wellbeing, key challenges you would like to overcome and the hopes for your future. We will link these with what is available at the College that may help.

Who will my appointment be with?

It will be with one of our Personal Tutors. You can find out more about them on the [Our Tutors](#) page on our website. We try and ensure students see the same tutor each time, but this will not always be possible. We will do our best to let you know in advance if your usual tutor is not available.

Where and when do appointments take place?

Personal Tutor Appointments take place on the telephone, via video link or in when it is possible in a comfortable, private room at the Wellbeing College, The Hive, Low Buckholmside, Galashiels, TD1 1RT. This [map](#) on our website will show you where we are.

Appointments usually take place on Tuesdays between 10am to 1pm and Thursdays between 1pm to 4pm. Appointments are usually around 30 mins long.



I'm anxious about attending my appointment, can I bring someone with me?

If you are nervous about coming to the College or speaking with someone for the first time, you can have someone with you during a call or you can bring someone along to support you in person if you wish. However, it's important that the person you bring understands the appointment is for you.

How do I book a Personal Tutor appointment?

There are a few ways you can book an appointment:

1. Via email or phone
2. Tick the relevant box on our registration or course evaluation forms
3. Come along to the Hub and request an appointment in person

We will send you the date and time of your appointment by email (or post).

Can I change my appointment?

Yes, if the date and time we offer you is not suitable, or circumstances change, please let us know and we will arrange another appointment for you. Please note we can only arrange appointments during our Hub opening times.

What if I don't feel up to attending my appointment, can I cancel?

Yes, we understand sometimes it's difficult to attend appointments for many reasons. You can cancel or re-arrange if you need to, by telephone, email or in person.

Please, if possible, let us know as soon as you can if you are unable to make your appointment, so we can offer the time to someone else.



Do I have to have a Personal Tutor Appointment or Personal Learning Plan to attend the College?

No, both are entirely your choice, but if you think an appointment may be helpful to you, please contact us to arrange one. In general, students have fed back to us that having appointments alongside attending our courses is a helpful of deciding what courses are right for them and discussing their experiences of these.

Is the appointment confidential?

Yes, the appointment is confidential unless you give us consent to share details out with our discussion. If you were to talk about intentions to harm yourself or reveal knowledge that a child or adult at risk is being harmed, confidentiality would have to be breached. We would make every effort to discuss the issue with you in the first instance before making contact with your GP (in case of your own safety) and in situations concerning a child or adult at risk, with social work or the police.

Do I have to share details of my mental health history with the Personal Tutor?

No, not at all.

At the College we want to help you discover and celebrate your personal strengths as they relate to your mental health recovery. Rather than focussing on difficulties - which we know everyone has - the appointments focus more on the positive changes you would like to see in your life. You are in control of the conversation and we won't ask you to discuss something you are not comfortable with.



I don't think a personal tutor appointment is right for me, where else can I go for help?

We recognise personal tutor appointments will not benefit everyone.

If you are in crisis, it is probably not the right time to access the College. Please refer to the [Resources](#) tab on our website for other sources of support that might better meet your needs.

We will be delighted to welcome you in the future.