

Learning Agreement for Teaching and Learning Support, Library Services

The Teaching and Learning Support Team at Queen Mary, University of London is a small highly experienced team of advisors and librarians who provide professional expertise, guidance, information, and support to students and staff, on all aspects of effective study and learning in higher education. The ultimate aim of the service is to enable students to make the most of their academic studies at university, progress and be successful, and become independent learners. We work in partnership with academic colleagues, other Professional Services staff, and students to facilitate an enjoyable, effective, and efficient learning experience. This agreement includes details of what we can offer you, and what we expect of students who use the service.

This service is for anyone looking to develop themselves as a learner. We can work with students to improve their grades whether aiming for a distinction or are looking for ways to learn how to learn. We can offer assistance with:

- Academic writing
- Academic reading
- Finding information
- Evaluating information
- Statistics
- Mathematics
- Organisational skills and planning
- Research
- Exam strategies and revision techniques
- Dissertation support

One-to-one Appointments

We commit to supporting your academic development in line with Queen Mary's [IPACE values](#) in an inclusive, proud, ambitious, collegial, and ethical way.

Being inclusive

What we do:

- are inclusive in our practice and adapt our approach according to your needs in the appointments.
- allow fair access to all students at Queen Mary

What you do:

- tell us if you have any specific needs at the beginning of the session
- book no more than 3 one-to-one appointments per semester

Being proud

What we do:

- we are experts in academic, numerical, and information literacy. We are here to help you learn how to learn and will support you as much as we can
- provide general advice about academic conventions

What you do:

- strive to work independently and take ownership of your academic work
- submit your best work and continue to develop by ensuring that you proofread and edit your work yourself
- recognise that you are the subject expert in our meetings and your disciplinary knowledge is what will inform the appointment

Being ambitious

What we do:

- strive to provide the best service we can to all Queen Mary students
- work with and listen to learners and educators to continually review and improve our offering to the Queen Mary community

What you do:

- consolidate what you have learned in the sessions and apply that knowledge to future work
- use your initiative when trying to find solutions to challenges
- strive to do your best work with what you have learned

Being collegial

What we do:

- share resources and expertise
- maintain a professional, academic approach
- ask that you direct the session explaining what you would like to gain

What you do:

- share your experiences
- recognise that collegiate relationships are reciprocal and dialogical
- identify what you would like help with before attending the session

Being ethical

What we do:

- maintain confidentiality within appointments*
- provide transparency on how we use the data we collect
- refer you to additional sources of support where appropriate

What you do:

- follow QMUL and other universities' principles of academic integrity

*Within the limitations of maintaining a safe environment for both you and those around you.

Workshops

We offer a variety of workshops that you can book throughout the year. Workshops are repeated at various times and on different days to allow you to attend at a time that is convenient for you. You may attend workshops more than once. We ask that if you cannot attend a workshop, that you cancel your booking so another student may take your place. If workshops are recorded, only those students who have attended the workshop will have access to the recording.

Emails

We can offer support via email if you prefer. When emailing for support it is helpful to provide some context about yourself as well as the area you would like to find out more about, this allows us to understand how much detail we need to provide and what further resources we can direct you to. When writing emails please include:

- your level of study (first year, master's, PhD, staff)
- your faculty and subject
- query

We are always looking to improve our service and how we engage with the wider Queen Mary community, we look forward to hearing your comments so please participate in feedback or get in touch directly at academicskills@qmul.ac.uk.