UNSW
Indigenous Tutorial Assistance Scheme (ITAS) Guide for Students and Tutors

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ITAS Guide for Students

1. OVERVIEW

NURA GILI (INDIGENOUS PROGRAMS AT UNSW)

The role of Nura Gili’s Student Support Team is to encourage participation of Indigenous people in higher education. We achieve this goal through the provision of support such as academic assistance and tutoring under the Indigenous Tutorial Assistance Scheme (ITAS), and through the provision of a safe learning space for students to study and receive cultural support and affirmation from staff and peers.

INDIGENOUS TUTORIAL ASSISTANCE SCHEME (ITAS)

ITAS is funded by the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education and is administered by Nura Gili Centre for Indigenous Programs (Indigenous Education Program at UNSW).

In order to increase the participation and graduation rates of Indigenous Australians in higher education, ITAS functions to decrease the educational gaps through the provision of supplementary tutorial support of course subjects.

2. GOALS OF ITAS

- Accelerate the educational outcomes for Indigenous Australians beyond those which could reasonably be expected from mainstream and the provider’s own source funding alone.
- Improve the educational outcomes of Indigenous students in tertiary courses to the same level as non-Indigenous Australians.
- Operate as a supplementary assistance scheme for students in higher education studies. It is intended to supplement normal teaching resources and cannot, nor is it intended to, be used to substitute or replace them.


3. ITAS GUIDELINES

3.1 ABORIGINALITY

ITAS may be approved for Australian Aboriginal and Torres Strait Islander students who are enrolled in a university award level course. If a student did not enter the University of New South Wales (UNSW) via
a Nura Gili Pathway (Indigenous Pre-Program or Admission Scheme) they should contact Nura Gili for more information.

3.2 EDUCATIONAL ASSESSMENT

An educational assessment will be completed for an application for tutorial assistance to be considered. The assessment will give details of the academic area or learning difficulties, which is preventing the students from achieving satisfactory results in the course for which assistance is requested. A student may be determined to be in need of tuition if they:

- are failing the course/subject and the lecturer believes that the student’s performance would be improved through additional tuition;
- was just passing the course and the lecturer believes that the student’s performance would be improved through additional tuition;
- was previously performing satisfactorily but is having difficulties with a new component of the course and is in danger of failing or falling behind, in which case tuition would be short-term; or
- require tutorial assistance to achieve an academic level or ranking required to proceed to a subsequent stage or course of study.

Assessment of students’ needs for tuition should be provided by the subject lecturer or course coordinator where practicable, or by an eligible staff member of UNSW. A student’s ITAS tutor or potential ITAS tutor must not provide the assessment.

3.3 LEVEL OF ASSISTANCE

The level of assistance under ITAS is dependent on the needs of the student identified in their educational assessment AND the availability of funds. As specified by ITAS guidelines, no student can receive more than the maximum level of entitlement, which is:

- Up to two (2) hours per subject per week; and
- Up to an additional five (5) hours in total during examination preparation period.

Furthermore, students do not have an automatic entitlement to receive a predetermined number of hours of tuition –tuition hours cannot be “saved up” or grouped together, the guidelines stated above must be adhered to, otherwise it will be the student’s responsibility to fulfil any financial outcomes that may arise.

For example: If a student is enrolled in three (3) subjects, the maximum tuition allowed is two (2) hours per subject NOT six (6) hours in total to use in whatever subject they wish.
Tuition in areas that allow students to participate effectively in their formal course such as study and research skills and academic techniques is also available through the Academic Support Officers at Nura Gili.

3.4 GROUP TUTORIALS

Where there is more than one student seeking assistance in the same subject area, due to efficiency and limited funds, tutorials may be arranged on a group basis. If a student does not use part of, or all of, their allocated hours in one week the time missed cannot be transferred to another tuition session.

3.5 POSTGRADUATE STUDENTS

Assistance under ITAS for postgraduate students can be available in exceptional circumstances only. These circumstances need to be outlined by the student when lodging their application and, if successful, assistance can only be granted for short periods of time.

4. HOW ITAS WORKS FOR STUDENTS

Student Eligibility
To receive ITAS a student must be an Australian Aboriginal and/or Torres Strait Islander student who is enrolled in a university award level course (part-time or full-time).

ITAS can only be approved for courses which are part of the student’s formal course of study.

Enabling courses
ITAS is available to assist students enrolled in enabling courses which seek to develop academic skills, but only in respect to units of study for which they will gain credit towards a formal award level course, and in which they are enrolled as part of their enabling program. Please contact Nura Gili’s ITAS Officer for more information.

How students can apply
Registration forms are available online at www.nuragili.unsw.edu.au

Students do not automatically have an entitlement to tutoring or to receive a set number of hours of tuition. They MUST apply for ITAS assistance each semester or as required.

When an application has been lodged, an educational assessment will be sought from the subject lecturer or course coordinator or from another educationally trained UNSW staff member. For example: the ITAS Officer may organise an appointment between the applicant and a nominated Academic Support Officer employed within Nura Gili Centre for Indigenous Programs to identify the educational needs of the student.

The ITAS Officer will then match a suitably qualified tutor, as outlined by ITAS guidelines, within the field of the student’s current studies.
Additional Support
It can sometimes be challenging to recruit suitable tutors. While Nura Gili staff work to allocate students with a tutor, students are encouraged to access support from the UNSW Learning Centre, the faculty in charge of the subject, the course convenor and tutors of the subject and/or Nura Gili’s Academic Support Officers. These support schemes are also available throughout a student’s enrolment at UNSW and information on the accessibility of each scheme can be located through the relevant UNSW websites.

Examples of faculty support programs include:

- LawPLUS Peer Mentoring Program

- Peer Assistance Support Scheme (PASS) – Australian School of Business
  - [http://www.asb.unsw.edu.au/schools/economics/studentresources/Pages/pass.aspx](http://www.asb.unsw.edu.au/schools/economics/studentresources/Pages/pass.aspx)

- Mentoring Programs - Engineering
  - [http://www.eng.unsw.edu.au/information-for/current-students/undergraduates/1st-years/mentoring-programs](http://www.eng.unsw.edu.au/information-for/current-students/undergraduates/1st-years/mentoring-programs)

STUDENT APPROVAL NOTIFICATION
Successful applications will be sent a contract that will notify them of the following:

- Who the tutor/s is/are;
- How many hours of tuition has been allocated per week;
- Contact details of the tutor/s (pending prior approval from the tutor/s);
- The term of the contract.

Additional tuition outside the terms set out in the contract will not be permitted without prior written approval. This means that any extra hours of tuition outside the terms of the contract will not be covered under ITAS and will automatically become the responsibility of the student.

While the ITAS Officer will endeavour to respond to all enquiries in a timely manner, there may be occasional delays during peak periods. If you have not received notification within one week of lodging your application please contact the ITAS Officer at Nura Gili.

Please note: Tuition cannot commence until all contracts, from the applicant and from the tutor, have been signed and received by the ITAS Officer.
**ITAS Students Role and Responsibilities**

As a recipient of ITAS, a student’s responsibilities are as follows:

**Administrative**

The student is required to:

- Complete an ITAS Progress Report in week 6 and at the end of the semester and submit these to the ITAS Officer at Nura Gili - failure to submit these forms to the ITAS Officer may result in delays in future ITAS applications.
- Keep a record of tuition dates and length of each session

Students should also be aware tuition sessions can only begin when:

- The tutor has registered through the ITAS Officer at Nura Gili
- The tutor has received a contract and returned the contract signed to the ITAS Officer;
- The student has signed and returned their contract to the ITAS Officer.

**Attendance**

- Students are expected to respect tutorial session arrangements.
- Students must give the tutor 24 hour notice if the tuition session is cancelled or rescheduled, otherwise a tutor will be entitled to a one hour “no show” payment and the hour will be deducted from the student’s allocation of hours for that week.
- ITAS tutoring may be terminated if the student fails to attend the arranged tutorial session after two “no shows”.
- Students are not to exceed the number of hours stated on the tutor’s contract and in the notification letter without approval from the ITAS Officer.

**Communication with the ITAS Officer**

If a student feels dissatisfied with the amount and/or level of tuition provided by a contracted tutor, the student is to contact the ITAS Officer immediately.

**Student Responsibilities**

Students are expected to honour tutorial session arrangements. If for any reason a student is unable to attend their scheduled tutoring session, or if they would like to reschedule, they must contact the tutor with a minimum notice period of 24 hours, or as soon as possible for unforeseen circumstances. Failure to do so will incur a ‘no show’ payment to the tutor and/or it may result in the tutoring contract being terminated.

For example: *If a student was scheduled to meet his or her tutor at 1pm for two hours on Monday, but fell ill Sunday night into Monday. Every attempt must be made by the student to contact his or her tutor as soon as possible to reschedule.*

Contacting a tutor less than two hours prior to the start of a session, OR no official contact is made, will not be tolerated. This rule also applies to tutors should the situation be reversed.
If a student misses two (2) tutorial sessions within a session their contract for tutoring will automatically come under review and they will be asked to explain why they should be entitled to ITAS tutoring within the current contract or for future contracts.

Students are expected to contact Nura Gili (P: 9385 3805, E: itas@unsw.edu.au) if there is any change to the tutoring contract, the tutoring partnership is not as expected, or if the student is experiencing further difficulties with academic work.

In addition, it is a student’s responsibility to prepare for each tutorial session. Preparation that can be expected include: writing a draft essay, completing research, completing questions set by the ITAS tutor or attempting the weekly tutorial problem set. If a tutor feels that the student is unprepared for the tutorial they may cancel the subsequent sessions until the tutor believes the student has done enough work on their own prior to the next tutorial session.

The student must sign the tutor’s salary pay claim form after each tutorial session and keep a record of the date and time of each session.

**ACADEMIC MISCONDUCT**

All students approved for ITAS tuition is still expected to complete their own work.

Academic misconduct is a serious offense and students should read and be familiar with the following UNSW policies:

- Student Code Policy
- Code of Conduct
- Student Complaint Procedure
- Student Misconduct Procedures
- Definition of Academic Misconduct

Links to the above documents can be found at the following link (https://my.unsw.edu.au/student/academiclife/assessment/AcademicMisconduct.html)

**Planning the semester**

- It is a student’s responsibility to manage their time for all academic and non-academic responsibilities. Note: A three credit point unit workload averages ten hours non-contact per week, to cover research, reading, expected course work such as tutorial problems and assessment items. The two hours of ITAS tutoring may be in addition to this.
- A study plan is recommended to help structure your time well. A working study plan should include when your assessment items are due and also include time to complete your readings, lab work, online assessments and so forth. The plan should be a realistic balance of your life at home, work, study and university.
**Contacting the Tutor**
Where prior approval has been received from the individual tutor, the tutor’s contact details will be provided to the student. It is then up to the student to contact the tutor and commence tutoring.

If this approval has not been granted then it is the responsibility of the tutor to contact the student to commence tutoring.

**If you are unable to contact your tutor or have not heard from your tutor within one week of receiving your letter of approval, students are to contact the ITAS Officer.**

**Tuition Location**
The student and the tutor have the flexibility to meet in a location, which meets their needs. However, under **NO** circumstances are the tutorial sessions to take place in the student’s or tutor’s home.

**Extra Tuition Time**
Students under exceptional circumstances can apply for additional ITAS tuition for exam and assignment preparation. An application for extra hours must be completed.

For further advice, students should contact the ITAS Officer on (02) 9385 3805.

**Signing tutor salary claim form**
Tutors are required to lodge salary claim forms on a fortnightly basis. These forms confirm the total duration of tuition within a two week period and the hours noted will be used to calculate the amount to be paid to the tutor. In order for your tutor to be paid, students are required to sign the form after each tutorial session.

Under no circumstances are students to sign for tuition sessions in advance.

Students are not responsible for lodging salary claim forms for payment; however it is the student’s responsibility to ensure;

- The date and length of the tuition session is recorded correctly on the form
- A record of all tuition times is kept as part of their personal records
- The claim form is signed by the student at the end of the session
- Under **no circumstances** should a student sign a blank salary claim form.

**Tutor Work Program**
All tutors conducting tuition under ITAS must complete a **Work Program**, no more than two weeks after tuition commences.

Tutors are required to develop work programs according to the student needs identified in consultation with the student. Students are required to endorse this program by signing in the area/space provided. The tutor work program assists in the monitoring and evaluation of ITAS.
Tutor Progress Report
In Week 6 and towards the end of the tuition period, the student will complete a Tutor Progress Report. The purpose of the report is to provide feedback about the value of the tuition and to assist with the monitoring and evaluation processes of the program. It is also an opportunity for students to comment on their tuition experience.

5. CESSATION OF CONTRACTS

5.1 END DATE

All contracts will state a specified date when the contract for tutoring will cease. Nura Gili will not pay for any tutoring undertaken after this date.

5.2 UNSATISFACTORY PERFORMANCE OR CONDUCT

Nura Gili reserves the right to cancel a contract based on unsatisfactory performance or conduct by either the tutor or student.
ITAS Guide for Tutors

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3. HOW ITAS WORKS FOR STUDENTS

Please see pages 3 – 9 of this document for more information

4. CULTURAL AWARENESS

Tutors must be sensitive to, or be able to relate to, the educational needs of Indigenous students. Tutors should understand issues affecting Aboriginal and Torres Strait Islander education, such as:

- Aboriginal & Torres Strait Islander history and contemporary issues
- Learning differences and teaching styles prevalent in Aboriginal & Torres Strait Islander communities.
- Family structure and commitments.
- Diversity within the Aboriginal & Torres Strait Islander communities.

New tutors should attend cultural awareness training provided by Nura Gili. This training normally takes place during semester. Tutors may attend cultural awareness training provided by Nura Gili only once, however tutors are expected to pursue further understanding of Aboriginal & Torres Strait Islander education and culture on their own initiative.

Several suggestions to further your understanding include:

- Attending Nura Gili Centre for Indigenous Programs professional development opportunities, functions and events (tutors will receive notices of these during the year);
- Reading the Indigenous Newspapers (copies are available in Nura Gili Centre for Indigenous Programs) i.e. Koori Mail or; Indigenous news online at http://www.nit.com.au
- Getting involved in local indigenous community activities and groups

There is also an opportunity to complete Indigenous Studies courses through UNSW degree programs.

5. HOW ITAS WORKS FOR TUTORS

All ITAS tutors are contracted to provide services to the Nura Gili Centre for Indigenous Programs as sessional staff and are casual employees of UNSW. Although tutors are employed as casual academic staff they are not eligible to receive the full University of New South Wales employee entitlements. As the ITAS Program is funded by the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education, tutors will also fall under the Department’s guidelines (please click here for more information).

Tutors participating in ITAS are considered as employees of University of New South Wales, Nura Gili Centre for Indigenous Programs only for the purpose of workers compensation. The Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education is not liable for any damages incurred to any person or property.

Stages in the ITAS Process - Tutors
1. Registration – Tutors register with the ITAS Officer Nura Gili. Failure to submit a CV and academic transcript will delay your registration.
2. Assessment and interview – Nura Gili staff assess and interview prospective tutors.
3. Matching tutors and students – tutors and students are matched based on the tutor’s qualifications and a student’s academic needs.
4. Contracts – Tutor signs their contract of employment and is provided with the student details
5. Meet - Tutor arranges to meet with student via email or phone.
6. Work Program – the work program is completed and agreed to by the student; it is then submitted to the ITAS Officer.

7. Tutoring commences.

8. ITAS Student Progress Report – Reports are completed at Week 6 and Week 13.

Tutors should be advised that requests for tuition through the ITAS program are highly variable and dependent on student demand.

Tutors should also be aware that Indigenous students participating in the ITAS program may cease assistance with particular tutors if arrangements are deemed to be unsatisfactory.

Tutors should also be aware that students may wish to terminate their services for a variety of reasons which may include both academic and non-academic reasons.

**Role, Requirements and Responsibility of Tutors**

The role of the ITAS tutor is extremely important and highly valued by the Nura Gili Centre for Indigenous Programs. We expect our tutors to be committed to the encouragement of independent learning in their students. Tutors must have empathy towards, and understanding of, a student’s need and an awareness of the resources available to address these needs.

The ideal tutor would possess some or all of the following knowledge, skills and communication abilities:

**Knowledge**
- Theoretical understanding of a subject including the key discipline concepts outlined in a course outline
- Knowledge of Aboriginal and Torres Strait Islander communication styles and ability to relate to Aboriginal and Torres Strait Islander people
- Knowledge of issues affecting or likely to affect Aboriginal and Torres Strait Islander people studying at the University of New South Wales

**Skills**
- Develop flexible learning alternatives based on an understanding of the students’ knowledge base
- Develop oral and written language skills appropriate to discipline and level of university studies.
- Develop or encourage students to improve their academic skills

**Communication**
- Good communication skills in the English language for communication purposes with their student
- Liaising with faculty staff and utilizing alternative sources of services available within UNSW.
6. TUTOR REQUIREMENTS

Qualifications - academic and professional experience.

Tutors must be sensitive to, and able to relate to the educational needs of Indigenous students. Wherever possible, suitably qualified Indigenous people should be selected as ITAS tutors.

To be eligible to conduct tuition, ITAS tutors must be either formally educated or have acquired relevant professional experience in the area of study in which the student is enrolled. Where a tutor is formally qualified, copies of qualifications are requested (please contact the ITAS Officer for more information). Tutors without formal qualifications in the subject requested by the student need to provide suitable written references establishing their ability to provide an appropriate level of tuition.

Tertiary students are also eligible to register as ITAS Tutors, however they must be at least two academic years ahead of the student (1st or 2nd year students cannot be approved as ITAS tutors for university students), be studying a major sequence in the subject requested by the student and be able to show evidence of sound academic progress (Credit or above) in the subject area. Tutors must not be receiving ITAS tuition in the subject they may tutor.

Eligibility

To prevent a conflict of interest, ITAS tutors must not be a member of the student’s immediate or de facto family, live at the same address or be the student’s official class or subject teacher, lecturer or tutor.

Any situation that may be considered a conflict of interest should be discussed with the ITAS Officer.

Administrative Requirements

Tutors are required to;

1. Provide the Nura Gili Centre for Indigenous Programs with a copy of professional qualifications (CV and academic transcript)
2. Provide a program of tuition that will aim to increase the student’s academic learning and that assist the student towards independent learning.
3. Provide the Nura Gili Centre for Indigenous Programs with the Tutor’s Work Program outlining the agreed objectives for the tutoring period within two weeks of the commencement of tuition.
4. Encourage regular tuition sessions and report on student outcomes from tutorials. Notify the ITAS officer of any academic-related concerns as soon as possible.
5. Notify Nura Gili when a student is absent from arranged sessions, especially if this occurs on two consecutive occasions, this includes “No shows”. A “No show” is when a student does not advise their tutor in advance that they cannot make a tutorial. Students are permitted only two “No shows” per semester, but not in the same fortnight. If a “No show” occurs twice without a valid reason the ITAS tuition contract can be cancelled.
6. Ensure the student signs the pay claim form (Schedule C) after every session.
7. Submit pay claims (Schedule C) fortnightly, or at a previously arranged time, within the contract period.
8. Submit an **ITAS Student Progress Report** in week 6 and week 13 of a semester. By signing the tuition contract you will have consented to the release of the information provided on your student progress report to the ITAS student and to the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education.

9. Notify Nura Gili of any situation which arises during the contracted time of ITAS tutoring which might lead to a conflict of interest.

10. Not disclose or retain or make public any information or material acquired or produced during their services without the prior approval of Nura Gili.

11. Cease or vary work upon notice from Nura Gili Centre for Indigenous Programs and understand this request for termination or variation of ITAS tutoring may occur at any time.

**Other Responsibilities / Expectations**

- Negotiate with the student an appropriate tutorial timetable to take place at a mutually convenient and safe location.
- Explain lecture or tutorial notes to students when necessary.
- Assist the student through a Work Program scheduled to pace their progress towards achieving their courses objective.
- Maintain student confidentiality.
- Be punctual to all tutorial sessions.
- Keep in close contact with the ITAS Officer.
- Ensure that the content of assignments remains the student’s work.
- Encourage students to discuss their unit requirements or problems with their Unit lecturers or course convener and or the Nura Gili Centre for Indigenous Programs staff.
- Assist students with the work assigned to the subject by providing assistance with the explanation of terms and concepts rather than introducing new material or initiating discussion of new materials.
- Prepare for the tutorials and identify objectives for the next tutoring period so that students can come prepared with draft essays, assignments, exam preparations etc.
- Assist students and encourage a learning environment that empowers students academically. It is a crucial part of the learning process that tutors facilitate an independent learning and study environment for students.

**7. ACADEMIC MISCONDUCT**

**Academic misconduct** is a serious offense and tutors should read and be familiar with the following UNSW policies:

- Student Code Policy
- Code of Conduct
- Student Complaint Procedure
- Student Misconduct Procedures
- Definition of Academic Misconduct

Links to the above documents can be found at the following link:

At no stage are tutors to work outside the guidelines stated in the UNSW policies listed above.
8. CONTRACT GUIDELINES

Tuition on behalf of the Nura Gili Centre for Indigenous Programs cannot commence until the contracts with the tutor and student has been negotiated, signed and returned to Nura Gili. Tuition prior to the return signed contracts by both the student and tutor will not be recognised by Nura Gili. Contracts will be issued to tutors after the student’s application has been approved and this includes contracts for extended tuition. If for some reason tutors are unable to proceed with tuition arrangements, the ITAS Officer must be informed in writing.

**Work Program**

A work program must be agreed by both the tutor and student and discussed with the ITAS Officer within two weeks of commencing tuition.

The work program is developed in consultation with the student and should align with the student’s educational needs. Achievable goals need to be set with the student and the strategies to be used to realistically meet these goals must be clearly outlined. The course outline should be used when goal setting. The student must endore the work program prior to submission to the ITAS Officer for approval.

Once submitted, the work program should be referred to throughout the semester, it should be used to keep a record about the content covered and what has been achieved in the tutorial session (brief summary each week).

One work program must be completed for each student per subject tutored.

Tutors should keep a copy of the work program to refer to when completing the **ITAS Student Progress Report** at the end of the semester.

**Exam Preparation**

Tutors should factor sufficient time in their work program to prepare their students for exams. It is sensible to look at previous papers and allow time to review lecture and tutorial material. Ensuring students are keeping pace with key reading recommendations by lecturers and tutors and understanding this material is helpful. The Course Outline will outline exam requirements clearly and most lecturers will provide an overview of the unit and exam expectations in the last week of teaching.

**ITAS Student Progress Report**

The records on the work program will assist tutors in completing the ITAS Student Progress Report in week 6 and in week 13 of a semester. A reminder will be sent at the end of semester by the ITAS Officer and the report must not extend beyond the date of the final examination for the subject. An unexplainable delay in the submission of the progress report may delay your application to provide further ITAS tuition in subsequent semesters.
Small Group Tuition
Tuition must be appropriate to each student’s needs in the group. There will be a maximum of 4 students per group.

Course Work
The course outline will provide a clear guide to the course content and the assessment outline for the semester. Assessable items may include assignments, essays, reports or presentations. It is important that students receive feedback on assessable items - proof reading and constructive feedback is anticipated for course work that is to be submitted for assessment.

Tutoring Hours
There is a two hour maximum per subject, per student, per week. Details of the hours allocated will be stated on the contract.

Hours cannot be “saved up” or grouped together.

For example: If a student is enrolled in three (3) subjects, the maximum tuition allowed is two (2) hours per subject NOT six (6) hours in total to use in whatever subject they wish.

Some students may only require an hour, most use two. The time and place of tutorial sessions is a matter for negotiation between students and tutors. Tuition dates must not fall outside a contract period. Tutors and students can meet and use Nura Gili’s tutorial rooms (they can be booked for regular sessions each semester). Please ensure the tutorial rooms are left in a neat and tidy condition.

Payment
What is required to get paid? (see checklist on final page).

1. Ensure the ITAS Officer has received your CV, proof of academic qualification in a subject and proof of identity (Documents are then submitted by the ITAS Officer to Human Resources for setup on the payroll system. Note that continuing tutors will not be required to fulfil this step.)
2. Work Program submitted, discussed with and approved by the ITAS Officer.
3. Submit claim sheets with all details clearly filled in, signed by both tutor and student. Pay periods are fortnightly.

9. GETTING STARTED WITH ITAS TUITION

Clarifying expectations
Life is easier for all concerned if tutors and students establish how they can work effectively together at the first meeting.

Ask the student to bring the following items to the first meeting;

- Timetable (for all units - lectures/tutorials)
• Course Outline – ensure you both have a copy by the end of your first meeting
• Diary and study plan
• Text book / readings
• Lecture notes

At the first meeting, establish the following with the student:

• **When and where tutorials will take place.**
  Set a regular time and place to meet. Tutors have found that regular weekly contact with a student ensures the best results. Students who do not have a regular time set or do not remain in contact with tutors are more likely to go into crisis mode as the semester progresses.

• **How you will communicate, including boundaries.**
  Exchange phone numbers and email addresses at the first meeting. Discuss the best method of communication if unable to attend the tutorial, if a tutorial is missed the student should contact the tutor to reschedule. Agree the best way to contact each other in case there is a need to change or cancel a tutorial, this is important to avoid “no shows”. Establish communication boundaries, especially with phone calls. For example: no phone calls after 9:30pm, however a text message to cancel or change tuition after 9:30pm is agreed upon.

• **The goals the student hopes to achieve.**
  Having realistic and clear expectations from the start will ensure that both student and tutor are working to achieve the best outcome. For example, there is a significant difference in the standard of work required from a student aiming to achieve a high distinction or a pass.

*To assist your first meeting is productive, listed below are a few questions you may ask:*

• What prior knowledge do you have about this subject?
• Do they have a copy of the text book/readings?
• Are you keeping up with the readings?
• Are you attending lectures and tutorials? (Tutors should explain to the student the importance of attending lectures and formal tutorials to meet course obligations and to fully understand the subject)

• **Preparation prior to each tutorial.**
  What the student will bring each week, will the student email notes or drafts to the tutor before each meeting etc.

**Work planning**

*Course Outlines* are the most important tool to help tutors and students map out the semester’s workload and requirements. Tutors should retain a copy of the Course Outline and of the student’s study plan.
Planning the semester

- Find out how the student organises their time. A three credit point unit workload averages ten hours non-contact per week, to cover research, reading, expected course work such as tutorial problems and assessment items. The two hours of ITAS tutoring may be in addition to this.
- Ask the student for their study plan for the semester, this way you will know when assessment items are due for other units and be able to plan around peak workloads. If your student has not completed a study plan, it is worthwhile to spend time in the first session doing this. (This can be referred back to each week to check progress). Note: Consider if the student has a realistic expectation of balancing home/work/study, and advise/adjust their study plan accordingly.

Crisis tutoring

A majority of tutors will start work with students early in the semester; there are some who are engaged later in the semester. There are also situations that arise during semester that can cause students to be distracted or fall behind in their studies.

Be aware cultural differences particularly in relation to family roles, travel and community expectations may arise during a semester and a student may experience difficulty adjusting back to academic life. For example a student may need to travel home at short notice.

Crisis tutoring is often the most rewarding. The best results will come from a non-judgmental tutor who is willing to start with a clean sheet and get the student back on track. We would advise the following:

- Be realistic and patient.
- Review the assessable work to be done and update, or write, a study plan.
- Break down the assessable work into achievable tasks.
- Stay in close contact with the ITAS Officer, Nura Gili Centre for Indigenous Programs staff and know when to refer the student to other resources within the University of New South Wales.

10. ADDITIONAL STUDY RESOURCES

It is helpful to know about other study resources available at UNSW. Tutors may find it useful to refer students to these resources as they run ongoing programs in specific areas which may benefit students. These resources should complement or supplement ITAS Tutoring. For example:

- The Learning Centre http://www.lc.unsw.edu.au/
- UNSW Library http://www.library.unsw.edu.au/

11. NON ACADEMIC STUDENT SUPPORT

There may be times the student has issues arising from personal matters. Tutors should contact the ITAS Officer about any concerns they have about their student.
12. POLICIES – LINKS

UNSW Policies
Tutors need to be up to date with UNSW policies; all of the University of New South Wales Policies can be accessed from the web from the UNSW Policy Documents Database.

For example, the UNSW’s policy on occupational health and safety can be located at http://www.ohs.unsw.edu.au/


All tutors should be familiar with the university’s stance on academic integrity and misconduct.

13. FAQs

Who can tutor under ITAS? What qualifications are necessary?

Tutors must be sensitive to, and able to relate to the educational needs of Indigenous students. Wherever possible, suitably qualified Indigenous people should be selected as ITAS tutors.

To be eligible to conduct tuition, tutors must be either formally educated or have acquired relevant professional experience in the area of study in which the student is enrolled. Where a tutor is formally qualified, certified copies of qualifications need to be produced.

The ITAS Guidelines state that tertiary students are eligible to register as ITAS Tutors, however they must be at least two academic years ahead of the student (1st or 2nd year students cannot be approved as ITAS tutors for university students) and be studying a major sequence in the subject requested by the student, able to show evidence of sound academic progress and not receiving ITAS tuition in that subject area themselves.

How do I register as a tutor?

Complete the online ITAS Tutor Registration form (Refer to checklist on final page of this guide).

Registering as a tutor does not guarantee work each semester as this is dependent on student enrolments in the subject area.

I am registered as an ITAS tutor elsewhere. Is this transferable?

No, ITAS is implemented according to the administrative policies and practices of the individually contracted institution. As a result, methods of ITAS tutor registration, contract and pay arrangements vary from institution to institution.
How much will I be paid?

Please see the UNSW Salaries website for current Casual Academic salary rates: http://www.hr.unsw.edu.au/services/salaries/casacsal.html

Individual tuition is paid at Casual Academic earning code 364

Group tuition is paid at Casual Academic earning code 154

I have postgraduate qualifications. Do I get paid more?

No, ITAS tutorial work is not equivalent to the work expected of faculty based lecturers and tutors.

How much work is available?

ITAS Guidelines stipulate a maximum of two hours per subject, per student, per week. This may vary from week to week.

Work available varies according to:

- how many students are enrolled in the discipline / subject areas that tutors propose to work in and,
- the number of tutors available in the subject / discipline areas in which students may request assistance and,
- the amount of ITAS assistance requested and approved by the ITAS Officer.

How long is a tutorial session?

There is a two hour maximum per subject, per student, per week – some students may only require an hour, most use two.

Where and when do tutorial sessions take place?

The time and place of tutorial sessions is a matter for negotiation between students and tutors. Tuition dates must not fall outside a contract period. You can meet and use the Nura Gili tutorial rooms or you may work elsewhere on campus such as in the library, computer labs or a quiet space on campus.

Is it ok to meet the student off-campus?

Yes, as the agreement is between yourself and the student. However, it is preferable to meet on campus (this ensures you are covered for workers compensation). Any off campus meetings between the tutor and the student must be discussed with the ITAS Officer or Student Manager, Nura Gili Centre for Indigenous Programs. Under NO circumstances are the tutorial sessions to take place in the student’s or tutor’s home.
The student did not show for a scheduled tutorial session. What should I do?

Make a reasonable attempt to contact the student by the method you agreed. Inform the ITAS Officer that the student has not attended a tutorial. Tutors will be paid for one hour if a “no show” occurs.

The student can’t make it this week, can we use the hours another week?

Hours cannot be ‘saved up’ or grouped together, e.g., if a student is enrolled in 4 subjects, the maximum tuition allowed is 2 hours for each individual subject, NOT 8 hours in total to use in whatever subject they wish.

My tutor contract has expired but the student requires more tutorial sessions. What can I do?

The student must lodge a written ITAS Application for Additional Hours available with the ITAS Officer. In this application students must provide reasons why they are requesting the additional assistance. The ITAS Guidelines stipulate the maximum amount of additional assistance at five hours in total. That is, if the student is enrolled in four subjects, the maximum additional assistance that can be approved is a total of five hours, not five hours per subject.

What if I do not get on with the student?

If for some reason you do not get along with your student, you should first try to work the problem out directly with your student. If you cannot resolve the issue tutors must approach the ITAS Officer and explain the problem, Nura Gili Centre for Indigenous Programs staff may then undertake to resolve the issue by approaching the student on the tutor’s behalf or by arranging a meeting between a Nura Gili Centre for Indigenous Programs staff member, the tutor and if appropriate the student so that the issues can be discussed and resolved.
How to register – Checklist

1. Register with the Nura Gili Centre for Indigenous Programs ITAS program online by completing an application form through the Nura Gili website
2. Ensure the ITAS Officer has received your CV, proof of academic qualification in a subject and proof of identity (Documents are then submitted by the ITAS Officer to Human Resources for setup on the payroll system. Note that continuing tutors will not be required to fulfil this step.)
3. If your application is shortlisted, an ITAS Officer will contact you to arrange an interview
4. If your application is successful, the ITAS Officer will match your qualifications with a student’s ITAS application.

Successful applications- Checklist

1. Successful applicants allocated to a student will be issued a contract stipulating the terms of the agreement as an ITAS tutor. Concurrently the student will also be issued with their contract.
2. When both contracts are signed and returned, the first meeting can be arranged with the student by the tutor.
3. Within two weeks of the first meeting, a Work Program must be submitted, discussed with and approved by the ITAS Officer.
4. Briefly summaries of the student’s progress should be noted on the work program each session.
5. Submit claim sheets according to the submission dates outlined on the contract with all details clearly filled in and signed by both tutor and student. Pay periods are fortnightly.