



Indigenous Tutorial Assistance Scheme (ITAS)

Guidelines for
Tutors

Contents:

1. ITAS Information	1
Identity	2
Enrolment	2
Under what circumstances do students receive ITAS tutorial assistance?	2
Are there restrictions on tutorial assistance?	3
2. Position Description	4
Overview	4
Detailed Duties	4
Selection Criteria	4
Tutor Qualifications	4
Tertiary Students as Tutors	5
Cultural Awareness Training	5
Tutor Pay Rates	5
3. Roles & Responsibilities	5
Delivery of Tuition	6
Knowledge	6
Skills	6
Communication	7
4. Reporting Requirements	8
Tutor Work Program:	8
Student Progress Report:	9
Tuition Assessment Report:	9
Timesheets:	9
“No Shows”	9
Timing and Length of Tuition	11
Tutor Timetables	11
5. Miscellaneous Information	11
Photocopying/Printing	11
Text Books	11
6. Contact Details	12
7. Tutor Checklist	12

1. ITAS Information

What is ITAS?

The Indigenous Tutorial Assistance Scheme (ITAS) is a Commonwealth funded program that provides the University with funds to provide tutorial assistance to Indigenous students. ITAS is managed by staff in Indigenous Services at USC.

The program is designed to assist Indigenous students with their tertiary studies by coordinating qualified ITAS tutors with students' needs. This is a great opportunity for students to receive academic support from a qualified tutor.

How does it work?

- Each semester students may apply for ITAS. Indigenous Services will determine if students meet the criteria of eligibility and if the ITAS program would be of benefit.
- Students may request a specific tutor for a specific course. This does not necessarily mean that the person requested will be assigned as a tutor.
- Students are eligible for up to two hours assistance per week per subject and an additional five hours in total each semester for exam preparation.
- The amount and frequency of tuition provided is based on the educational needs of the student as determined by Indigenous Services Staff.
- The Tutor focuses on strengthening the student's academic skills and at times may assist with interpreting and explaining academic jargon. **ITAS Tutors are not permitted or expected to deliver course content.** If assistance is required regarding course content students are encouraged to make contact with the Lecturers and class Tutors.
- If more than one student is eligible for ITAS with a course than these students may be grouped together for tutoring sessions.

Students do not have a set entitlement to ITAS tuition and there are restrictions on the number of hours of tutoring an individual student may receive. Students are required to apply for ITAS each semester and will then be assessed to confirm if ITAS can meet their needs.

Who is eligible for ITAS assistance?

Any Indigenous student is welcome to apply, however, to be approved under the ITAS program, a student must meet three essential criteria.

The student must:

- 1) be an Aboriginal and/or Torres Strait Islander. As a general rule of ITAS guidelines, no student can receive ITAS tuition without a letter of Identity. However, due to the circumstances of some students we can be flexible for one semester until a letter is obtained. Note, some effort needs to be taken to achieve the letter for this to be allowed, such as contacting the Link Up Organisation. This cannot go beyond one semester. (Please see section listed under *Identity*.)
- 2) have been assessed as being in need of additional tutorial assistance in order to achieve satisfactory academic results, and
- 3) be enrolled in an award program of the University.

Postgraduate students are not normally eligible for additional tuition and approval for ITAS tuition will only be granted where there is evidence of exceptional circumstances and if within the DEST Guidelines.

Identity

To be eligible for assistance under ITAS a student must be an Australian Aboriginal or Torres Strait Islander in accordance with the following definition which requires that the student

- be of Aboriginal or Torres Strait Islander descent, and
- identify as an Aboriginal or Torres Strait Islander, and
- be accepted as an Aboriginal or Torres Strait Islander in the community in which he/she lives or has lived.

Enrolment

To be eligible for assistance under ITAS a student must be in a formal course of study leading to a certificate, diploma, degree, or other qualification OR accepted for enrolment in a course, which commences within one month of the date of application for tutorial assistance.

The student may be enrolled full time, part time, or by any mode of distance education including open learning.

Under what circumstances do students receive ITAS tutorial assistance?

Approval for ITAS tuition is normally given to a student who:

- is at risk of failing a course or subject(s) and the lecturer/Indigenous Services believes that performance will improve through additional tuition;
- is barely passing a course or subject(s) and the lecturer/Indigenous Services believes that performance will improve through additional tuition;
- was previously performing satisfactorily but is now having difficulty with a new component of the course and is in danger of falling behind;
- needs assistance to achieve a particular level of academic performance in order to proceed to a subsequent stage or course of study, for example, an honours or masters level program where admission is based on meeting minimum GPA requirements.

Are there restrictions on tutorial assistance?

Students do not have a set entitlement to ITAS tuition. There are Commonwealth restrictions on the number of hours an individual student may receive.

Depending on funds available, a student may only receive tuition for up to a maximum of two hours per course per week. In addition to this, a further five hours in total per student, may be approved during examination preparation periods.

Tutorial assistance is not available for subjects or activities outside a student's course requirements, for example, private music or drama lessons or sports coaching.

2. Position Description

Overview

Indigenous Tutorial Assistance Scheme (ITAS) was established in 1990 as part of the National Aboriginal and Torres Strait Islander Education Policy (AEP). ITAS represents one specific way of responding to the educational needs and aspirations of Indigenous people. ITAS provides funding for extra tuition, by qualified tutors, for Indigenous students who require additional tuition beyond that which is normally provided by the University.

Detailed Duties

1. **ITAS Tutor Support:** Provide extra tuition to Indigenous students within the academic programs at the University. Duties will involve tutoring students on a group and/or individual basis.
2. **Cultural awareness:** Tutors must be sensitive to, and able to relate to, the educational needs of Indigenous students.
3. **Training:** ITAS Tutors may be required to participate in cross-cultural awareness training and other training sessions.
4. **Program Promotion:** Assist in increasing staff and student awareness of the ITAS Scheme.
5. **Review and Evaluation:** Provide input as part of the ongoing evaluation and review of the position of ITAS Tutor and the Scheme.
6. **Administration:** Maintain a record of hours worked and meetings held with students seeking assistance in accordance with the University's requirements.

Selection Criteria

1. Prospective ITAS tutors must be qualified, either through formal education (at least at degree level) or other relevant qualifications and/or experience, to be eligible for tutoring under ITAS.
2. Where the tutor is formally qualified, they must produce certified copies of their qualifications.
3. Tutors must produce suitable written references to establish whether they are able to provide an appropriate standard of tuition and provide details for two academic or relevant referees.
4. Tutors must possess sound interpersonal communication skills, and be willing to learn and follow effective one-to-one and small group advising methods.
5. Tutors must be sensitive to, and able to relate to, the educational needs of Indigenous students.

Tutor Qualifications

In some cases before a tutor is assigned a meeting will be arranged for them to speak with the course coordinator for the subject they may be contracted

to tutor in. This is to assist us in allocating appropriate tutors and to ensure that the ITAS tutor is able to support the student in the best way possible.

Tertiary Students as Tutors

Students may request on their ITAS Application Form for another student as their tutor. Requests for a tutor will be considered but cannot be guaranteed that they will be approved / authorised as a student's tutor. The proposed tutor must be:

- Studying a major sequence of units in the subject area in which the student needs tutoring;
- At least two academic years ahead of the student (thus no 1st or 2nd year students can be approved as ITAS tutors);
- Able to show evidence of sound academic progress; and
- Not receiving ITAS tuition themselves in that subject area

Cultural Awareness Training

Tutors must be sensitive to the educational needs of Indigenous students. Prospective tutors with a limited appreciation of issues in Indigenous education may receive payment for up to two hours to attend cross-cultural training courses.

Tutors are only entitled to this provision once. Tutors are expected thereafter to pursue further understanding of Indigenous education on their own initiative.

Interview

Any person who applies to become registered with the University as an ITAS Tutor will be required to attend an informal interview with Indigenous Services Staff.

Tutor Pay Rates

\$41.10 per hour for Individual tuition

\$47.59 per hour for Group tuition

3. Roles & Responsibilities

ITAS Tutor's Responsibilities

The primary requirement of an ITAS Tutor is a commitment to the encouragement of independent learning. Tutors must also have empathy and understanding of students' needs and an awareness of the resources available to address those needs.

Delivery of Tuition

The role of a Tutor is to assist students with the work assigned to the course and assist with explanation of terms and concepts rather than introduce new material or initiate discussion of new materials. Tutors need to be prepared for the tutorials and assist students with identifying their objectives for the next tutoring period. This allows students to come prepared with draft essays or other work. If a student is unprepared for the session then an ITAS Tutor has the right to cancel the meeting with the possibility of rescheduling it for another convenient time when the student is prepared. The student's Course Outline will also be provided to the tutor at the commencement of a contract.

Acceptable assistance that may be provided in a tutorial session:

- Interpreting and explaining the academic jargon used in the subject
- Assignment planning
- Accessing research facilities, e.g. library, CD-ROMS, Internet
- Report and essay writing conventions
- Editing work for spelling, grammar and referencing
- Developing goals and strategies for each tutorial session
- Encourage and assist students in accessing other support services such as Academic Skills Workshops, Peer Advisors
- Encourage and assist students in accessing support from Lecturers and Class Tutors regarding course content.

Knowledge

To assist students in:

- Understanding key discipline related concepts
- Knowledge of Aboriginal and Torres Strait Islander peoples communication styles and ability to relate to Aboriginal and Torres Strait Islander people
- Knowledge of issues affecting / likely to affect Aboriginal and Torres Strait Islander people studying at University

Skills

To assist students in:

- Improving critical thinking
- Understanding their own learning styles and strengths while working to improve areas of weakness identified by the student
- Improving research skills
- Information seeking, retrieval and evaluation
- Negotiating and evaluating key course readings
- Developing organisational and time management skills
- Developing planning, drafting and editing skills
- Developing flexible learning alternatives based on an understanding of the students knowledge base

- Developing oral and written language skills appropriate to discipline and level of university studies

Communication

To improve the student's capacity to:

- Handle the various communication skills specific to the course or area of study in a way that will enhance an approach to independent learning on the student's behalf
- Self edit and evaluate
- Negotiate with faculty staff and to utilise alternative sources of services available within the University

Student's Responsibilities

Students need to honour tutorial session arrangements. As a recipient of ITAS the student's role and responsibility is as follows:

1. The tutor is responsible for lodging all salary claim forms for payment however it is the students responsibility to ensure:
 - a. The date and time that the tuition took place is correct
 - b. The amount of time the tuition session had taken is correct
 - c. At the end of each tuition session that the claim is signed by the student
2. Under no circumstance should a student sign a blank timesheet.
3. Students have a responsibility for preparing themselves for tutoring sessions, such as writing their draft essay or carrying out research prior to their tutorial. If a student is unprepared for the session then an ITAS Tutor has the right to cancel the meeting with the possibility of rescheduling it for another convenient time when the student is prepared.
4. Students have the responsibility of contributing to the reporting requirements such as their Tutor Work Program, Assessment Due Form, Student Progress Report and Tuition Assessment Report.
5. Students must give the tutor sufficient notice if the tuition session will be cancelled or changed. Sufficient notice does not include the tutor being notified five minutes prior to the agreed meeting time. If a student does not provide sufficient notice the tutor will be entitled to a 1 hour "no show" payment and the hour will be deducted from the allocation of hours. ITAS tutoring may be terminated if the student fails to attend the arranged tutorial session after 3 "NO SHOWS".
6. You are not to exceed the number of hours stated on the tutors contract without approval from Indigenous Services.

7. At the conclusion of a semester you are required to complete an ITAS Tuition Assessment and return it to Indigenous Services. Failure to do so may result in ITAS assistance no longer being approved.
8. If a student is not satisfied with the amount and/or level of tuition provided by a contracted tutor they are to contact Indigenous Services.

Communication

It is the student responsibility to:

1. Contact the ITAS Tutor and notify them if you are unable to attend the tutorial session within a sufficient time frame.
2. Contact Indigenous Services if they require additional hours or need to vary their contract due to study / work commitments
3. Contact Indigenous Services if they are unhappy with their tutor and / or tuition progress
4. Lodge the ITAS Student Application and ITAS Tuition Assessment forms.
5. Contact Indigenous Services as soon as possible if there is any variation to their academic study pattern.

It is not the Tutors' responsibility to do the work for students. Tutors are not responsible for typing up essays, getting books from the library or any other activity that could reasonably be thought of as part of the obligations of an autonomous student.

4. Reporting Requirements

Tutors are required to submit the following forms or reports to the Indigenous Services:

Tutor Work Program:

Tutor Work Programs will need to be completed for each course tutored per student. The programs are due on week 2 of semester. If tuition commences after week 2 of semester, the Tutor Work program is due the second week from commencement of tuition. A photocopy will be made and returned to the tutor as soon as possible.

The Tutor and Student should develop Work Program together according to the needs identified with the student. The student must endorse the Work Program, which must be also approved by Indigenous Services.

Assessment Due Form:

Both the student and the tutor must complete the Assessment Due Form. This document identifies which assessments are outstanding, due dates, the percentage they are worth and the grade the student received. This document should be considered when developing the Tutor Work Program. If tuition commences after week 2 of semester, the Tutor Work program is due the second week from commencement of tuition. A photocopy of the document will be made and the original returned to the tutor as soon as possible.

Student Progress Report:

Student Progress Reports will need to be completed for each course tutored per student. The reports are due on week 13 of semester.

The report identifies the progress of the student against goals set in the Work Program. The Tutor and Student should reflect on the goals established in the Work Program and identify if the student's needs were met or not. The student must endorse the Progress Report, which must be also approved by Indigenous Services

Tuition Assessment Report:

Each student tutored will complete a Tuition Assessment Report. The purpose of the report is to provide feedback about the value of the tuition. The reports are due on week 13 of semester. Students receive and return this document by post. Tutors are **NOT** to assist or guide students on how to complete the form. If a student has any queries please direct them to speak to Indigenous Services Staff.

Tutors are also required to complete a Tuition Assessment Report on each student tutored. This is a confidential document that provides feedback regarding the student and tuition they have received. This document is due in week 13 of semester.

Timesheets:

Timesheets are to be completed by Tutors when claiming payment and returned to the ITAS Coordinator. A Tutor must:

- Submit timesheets every fortnight. **Multiple claims backdated will not be accepted**
- Ensure separate timesheets are submitted for each of the different courses tuition is delivered in
- Submit all timesheets by end of the exam period. NO payment will be received for timesheets submitted thereafter
- Ensure all students being tutored countersign all timesheets at the conclusion of each session
- Ensure timesheets are completed correctly and fully. If this is not the case, the timesheets will be returned to the Tutor for correction, and payment will be delayed
- Submit any corrected timesheets prior to submitting new timesheets. Timesheets will not be processed until this occurs
- NOT use white out to correct errors on claim forms. If an error is made, a new timesheet must be completed
- Ensure that students do not sign any blank timesheets

"No Shows"

Tutors may claim for a one-hour "no show" payment if a student does not provide sufficient notice of not attending and fails to attend the tutorial session.

If students fail to attend three tutorial sessions over the contracted period, tutors must advise the ITAS Coordinator as student eligibility for tutoring may be terminated.

*** It is the tutors' responsibility to copy any timesheets for his/her records.**

NOTE: - Timesheets will NOT be processed if:

- **Tutor Work Program, Assessment Due Form, Student Progress Report and Tuition Assessment Reports are overdue,**
- **Timesheets are submitted without being countersigned by students.**
- **Timesheets are submitted after the exam period.**

Timing and Length of Tuition

ITAS tuition may not take place during the hours of scheduled lectures, classes or tutorials.

Depending on funds available, students can receive up to, but no more than two hours per week per course. Hours cannot be 'saved up', or grouped together.

Tutors must not exceed the number of tuition hours stated on the contract without approval from Indigenous Services.

The contract hours do not include any preparation time. The tutor is expected to be familiar with the course outline and the assessment schedule of the course. Tutors are expected to come prepared to ITAS sessions.

Tutor Timetables

It is the responsibility for the ITAS Tutor and students to negotiate when they will meet for ITAS tutoring. The time and location must be convenient and agreed upon by both the tutor and the student.

Indigenous Services provides study areas for tutoring to take place. ITAS is not restricted to these areas.

Study Room located (CG.72) which has computers and desks and is used by all Indigenous students.

Common Room located (CG.73) can be used for both study and relaxation. The room has study comfortable chairs, refrigerator, microwave. This room is sometimes utilised for meetings through Buranga Centre

5. Miscellaneous Information

Photocopying/Printing

Tutor Work Programs and Assessment Due Forms will be photocopied and returned to ITAS Tutors. Other than this NO photocopying / printing will be done for tutors and students. The student's Course Outline will also be provided to the tutor at the commencement of a contract.

Text Books

If an ITAS Tutor requires a text to prepare for a tutoring session then you can borrow from these from the University Library. In the past Tutors have been encouraged to contact the Course Coordinator or Lecturer and ask to borrow a spare textbook and return it at the end of the semester.

6. Contact Details

For any ITAS related problems or queries please contact:

Buranga Centre
Student Services
University of the Sunshine Coast
(07 5459 4799
Sgoul1@usc.edu.au

7. Tutor Checklist

- Read all documents carefully
- Completed ITAS registration
- Provided the Indigenous Services with a copy of your CV and academic transcript
- If requested by Indigenous Services attended an informal interview
- If appointed as a tutor completed USC employment documentation (including contract)
- Had all your questions answered about ITAS by Indigenous Services Staff
- If appointed as a tutor contacted the student and arranged tutoring times
- Notified Indigenous Services of any change of contact details

Tutor Flowchart

