

Indigenous Student Services – Tutorial Support Program

Student Guidelines



1. OVERVIEW

The University's Indigenous Student Services– Tutorial Support (TS) Program provides free individual and group tutoring to eligible Aboriginal and Torres Strait Islander (Indigenous) students enrolled in a Higher Education undergraduate or Vocational Education and Training (VET) course at the University.

Funded by the Australian Government and co-ordinated by CDU's Tutorial Support team, the Program aims to improve the enrolment, progression and completion rates of Indigenous Students to the same level of other Australians through the provision of tutorial services and support that complement normal teaching efforts.

2. STUDENT ELIGIBILITY

To be eligible for the Program, students must:

- Be Aboriginal and/or Torres Strait Islander, and
- Be enrolled in and studying a Certificate III or higher qualification.

Students enrolled in a Certificate II may be eligible if the course is a prerequisite into a certificate III or higher qualification.

All Higher Education students requesting tutorial support should already have developed the appropriate skills for the tertiary environment including suitable levels of literacy, numeracy, computer skills and basic academic writing and research skills.

If a student already has more than two (2) undergraduate degrees, they may be ineligible for the program.

Students studying the Preparation for Tertiary Success Program are not eligible for the Program. Students studying the Tertiary Enabling Program are eligible to receive one (1) hour of tutoring per unit. Both enabling programs contain expert lecturers and tutors who are available to support students studying both on campus and externally. Students should contact their lecturer or course coordinator to find the support person for their course and units.

Honours or Postgraduate students may also be eligible to apply for tutorial support and will be assessed on a case-by-case basis subject to the requirement of course related assistance.

If a student has applied for tutorial support previously and has failed to respond or engage with their tutor and the Tutorial Support Team, they may be ineligible to receive support. This will be deemed on a case-by-case basis with relevant evidence.

3. APPLY FOR TUTORIAL SUPPORT

To apply for the Program, students must complete the [Student Application Form](#) and send to back to the Tutorial Support team at their earliest convenience.

It can take up to two (2) weeks to allocate a suitably qualified tutor and set up a contract; depending on the course, unit and location of the student.

4. CONTRACTS

4.1. STUDENT AND TUTOR MATCHING

The Tutorial Support team will make every effort to source and assign a suitably qualified tutor, however if for any reason the Program cannot identify a suitable tutor, the student can nominate a tutor, provided the person:

- Is not a direct family member, partner or close friend.

- Does not reside in the same household as the student.
- Is not the students' usual lecturer, teacher, educational assessor or classmate.
- Is sensitive to, and understands the educational needs of Indigenous students.
- Has relevant experience and/or qualifications in the students' relevant discipline of study.
- Declares to the Tutorial Support team any situation that may compromise the professional integrity of the tutor, student or the University.

All requests are evaluated on a case-by-case basis by the Tutorial Support team and all [conflicts of interest](#) are to be declared.

Tutors must refrain from soliciting tutorial contracts by engaging or approaching students or CDU or Batchelor staff members and includes any students previously tutored by a tutor. Students should advise the Tutorial Support team if this occurs.

4.2. CONTRACT ASSIGNMENT

Once there is an established contract, both the student and tutor will be sent an introductory email with contact details to facilitate a meeting. In the meeting, the tutor will work with the student to go through their tutorial requirements and establish a positive working agreement. If both parties are happy to proceed the student will accept or otherwise decline the contract. Only when the contract has been accepted and signed by the tutor can tutorial sessions occur and hours claimed by the tutor.

By accepting a contract, students and tutors are agreeing to comply with all [CDU policies and procedures](#).

4.3. TUTORING HOURS AND EXAM PREPARATION

Each individual contract is determined by the students' course enrolment and semester/term duration as outlined below.

A Higher Education student:

- Enrolled in 3 or 4 units is entitled to receive a maximum of six (6) hours per contract week.
- Enrolled in 2 units is entitled to receive a maximum of four (4) hours per contract week.
- Enrolled in 1 unit is entitled to receive a maximum of two (2) hours per contract week.

If the student has more than one (1) tutor the hours will be split according to the student needs and the tutors' availability.

Students with unit exams will receive one (1) off exam preparation hours as outlined below:

- 1 unit with an exam – maximum two (2) hours total exam preparation.
- 2 units with exams – maximum four (4) hours total exam preparation.
- 3 or 4 units with exams – maximum five (5) hours total exam preparation.

A unit that requires an online test or quiz will not be given extra exam preparation hours unless the quiz or test is 40% or higher of the total assessment mark.

Higher Education contracts will consist of a total of 14 - 15 weeks from week one of the semester or from the start date of requested tutorial assistance.

A VET student:

- Enrolled in a course determined full – time is entitled to receive a maximum of four (4) hours per contract week.
- Enrolled in 1 unit of a course is entitled to receive a maximum of one (1) hour per contract week.

VET contracts commence at the time of application and the duration is determined on the number of units/enrolment.

Students have the flexibility to use their total contracted tuition hours as they require throughout the semester and it is encouraged that students commit to meeting weekly with their tutor.

It is common to not fully utilise the hours throughout the contract duration however if there are unused hours after teaching has discontinued, these hours cannot be carried forward to another contract. Additional tuition hours can be requested in writing from the student after the contract hours have been exhausted, however this is approved subject to funding and assessed on a case-by-case basis.

4.4. CONFIRMING TUTORIAL HOURS

It is both the student and tutor's responsibility to maintain a record of the dates and times of the tutorial support sessions, including any phone calls, text messages, emails and face to face tutorial sessions.

All times claimed are to be for the precise time, for example; if a student has a 20-minute phone call with their tutor, the tutor can only claim 20 minutes, not one (1) hour. No future anticipated hours can be claimed.

It is the student's responsibility to verify the claimed timesheet hours promptly. Tutors are not eligible to confirm the tutorial hours on a student's behalf and no further tutorial sessions can occur until the student has confirmed the previous tutorial sessions hours.

Tutorial Support has four (4) options for the student signature to verify the hours claimed:

1. If the student is with the tutor they should click on the e-signature option in Tutorial Support Online, which will require their student password. Once the password is entered, a confirmation box acknowledging their signature will appear;
2. If the student is not with the tutor, then the tutor should select the email option, which will send an email to the student/s for verification. This action should only be done once for all entries so the student only has to confirm the one time;
3. Manual timesheets are required to be physically signed by the student and sent to ts@cdu.edu.au with the timesheet attached stating they confirm the hours to be true and correct. Tutors who are using manual timesheets are encouraged to use the online TS system; or
4. Send the Tutorial Support team an email outlining the tutorial session dates and times.

4.5. TUTORIAL SESSION ATTENDANCE AND ENGAGEMENT

If the tutor or student cannot attend a tutorial session they must endeavour to provide each other at least eight (8) hours' notice (i.e. via email/text/phone). Exceptions will be made where there are unforeseeable circumstances.

If a student fails to give at least eight (8) hours' notice prior to the scheduled session, without a reasonable excuse, they will be deemed as a 'No Show'. If a student has two (2) consecutive 'No Shows' without reasonable cause, their contract may be cancelled.

The tutor may claim up to one (1) hour for a maximum of (2) two 'No Shows' and in direct recognition of any inconvenience that may have been caused. Any such claim will be deducted from the total contract hours afforded to the student and tutor under the assigned contract.

4.6. CONTRACT CANCELLATION

With a written statement to the Tutorial Support Team, contracts can be cancelled at the student or tutor's confidential request. Contract cancellation will also occur when:

- A student withdraws from the unit or course
- A student or tutor is not engaged or has had two (2) consecutive 'No Shows'
- Unsatisfactory performance/ conduct by either the tutor or student
- There is a formal complaint/internal investigation that directly implicates a tutor, all current contracts will be cancelled until the alleged issue/incident is resolved.

5. GETTING STARTED – THE FIRST TUTORIAL SESSION

In the first tutorial session, the tutor and student must work through the [Student Assessment Plan](#) and discuss goals, study support and expectations for the semester as well as their availability and locations for tutorials. The Student Assessment Plan must be submitted back to the Tutorial Support team within two (2) weeks of the contract start date.

Along with the Student Assessment Plan, students should bring the following items to the first tutorial session:

- A diary, study plan and timetable (of all units, tutorials and assessments);
- Two (2) copies of the course outline from Learnline; and
- Learning materials including text books, reading lists and lecture notes.

In the first tutorial session, it is recommended for the student and tutor to:

1. Negotiate a convenient location for the tutorial sessions to take place – Where a student and tutor agree to meet is the responsibility of both parties and not the Program. However, both the student and tutor must agree on a convenient and appropriate location for the tutorial session/s – preferably on campus (refer below to on campus facilities). In all other instances, tutorial sessions should take place in a safe and public environment that eliminates and/or minimises any risk/s to both the student or tutor. Schools, cafes and libraries are other possible locations. Tutors and students should refrain from bringing their child/ren to tutorial sessions to avoid any unnecessary distractions and ensure quality tutorial time.
2. Negotiate a timetable – Organise a regular time for tutorial sessions to take place including identifying assessments due dates and exam periods.
3. Negotiate and agree to the preferred method/s of communication for the semester – Discuss the preferred communication channels and approach (i.e. face to face, online via Skype or similar or by phone).
4. Prepare in-advance to each tutorial session – Tutors should advise the student of all preparation work that needs to be done in-advance of the next tutorial session and what the tutor requires from the student for a successful tutorial session.
5. Discuss, negotiate and agree to the student expectations – Both the tutor and the student should outline their expectations of the tutorial support sessions upfront so as to ensure clear communication and the student is able to keep up to date with their studies (lectures/tutorials/readings/assessments).

5.1. STUDENT AND TUTOR RESPONSIBILITIES AND EXPECTATIONS

Tutors are responsible for:

- Assisting the student with their assigned work to develop an understanding of terms and concepts;
- Establishing and maintaining a positive and professional working relationship with the student at all times;
- Preparing for each tutorial and identifying key objectives for the next tutorial session so that students can come prepared;

- Encouraging a consistent pattern of study with an overview of when work is to be submitted so that adequate timing and planning can be factored into the sessions (e.g. time management skills);
- Reporting issues or concerns to the Tutorial Support team;
- Complying with the conditions outlined in this guide and the University's [Code of Conduct](#); and
- Upholding the University's [Academic Integrity](#) as an integral part of the Program.

Tutors must not do the work for the student; this includes typing or drafting essays, getting books from the library, undertaking research, typing assessments or any other activity that are considered to be the responsibility of the student.

Students are expected to:

- Be punctual and be prepared for all scheduled tutorial sessions
- Maintain tutor confidentiality at all times
- Maintain communication with the tutor and the Tutorial Support team as required.

It is the student's responsibility to provide their tutor with relevant course outlines and additional resources in advance to the session. Student and tutor passwords are not to be shared.

5.2. ASSESSMENTS AND REPORTS

Tutors are required to complete a [Student Assessment Plan](#), *Student Progress Report* and *Student End of Contract Assessment* for each student they tutor. The report must detail the students' academic progress and identify any issues, which the Academic Support team may be able to assist with. Reports must be submitted at the start of the contract, the mid-point of the contract and at the conclusion of the contract period.

The Program aims to only have effective quality tutors with sound knowledge of relevant course content. Students are required to provide a *Tutor Assessment* four (4) weeks into the contract and also at the end of the contract to provide the Tutorial Support team with evidence on tutor quality assurance. This is confidential and emailed directly to the student to complete through TS Online.

6. RESOURCES & SERVICES

The [Indigenous Student Support – Academic Support team](#) are available to provide comprehensive support on semester plans, time management skills, development of Individual Learning Plans, educational pathways and progressions from VET to Higher Education to all Indigenous students.

The [CDU Library](#) is a great resource for accessing articles, books, training etc. and has a range of services and resources on offer.

The [Academic Language and Learning Success Program \(ALLSP\)](#) team provides assistance with assignment and essays including:

- 50 minute consultations with a CDU ALLSP lecturer ([book online](#))
- Workshops delivered by ALLSP and embedded in your unit
- [Student requested](#) workshops where ALLSP work with four or more students
- [Drop-in](#) in the library (Wednesday 1-4pm)
- Online resources through the [study skills](#) website
- Peer Assisted Study Sessions ([PASS](#)).

7. CDU LOCATIONS AND LOCATIONS FOR TUTORING

Students and tutors are encouraged to use Indigenous Student Services facilities at:

- Gurinbey Centre – CDU Casuarina Campus Blue 2.1
- Akaltye Centre – CDU Alice Springs Campus Red 2
- Yangan.garr Centre –CDU Katherine Rural Campus

The Gurinbey Centre at the Casuarina Campus has three (3) private tutorial rooms which can be booked prior to the session occurring by contacting the Tutorial Support team.

Tutors are also provided after hour's access to the tutorial rooms, which they are free to use after working hours of 4.30pm weekdays and on weekends, however the student must be present while using these rooms.

Both the Gurinbey Centre Casuarina Campus and the Akaltye Centre Alice Springs Campus are culturally safe Indigenous student spaces both with kitchen facilities, computers and study spaces.

8. COMPLAINTS, FEEDBACK AND CONTACTS

If there is a grievance or any issues the Tutorial Support team should be contacted to assist in resolving the matter. Students should immediately contact the Tutorial Support team if they are experiencing any of the following:

- Not feeling comfortable
- Cannot contact or have limited contact with their tutor
- Are asked to confirm tutoring hours that did not occur
- Are asked to supply their password/s
- Anything else that may be deemed as inappropriate.

All grievances or complaints are taken seriously. If there is a complaint about the Program or staff member, contact the CDU Complaints Management Unit for guidance by E: complaints@cdu.edu.au or T: 08 8946 6509

If you have any feedback with regards to the Program, please email the Tutorial Support team or the Assistant Manager on the details below:

W: www.cdu.edu.au/oiss | E: TS@cdu.edu.au | L: Casuarina Campus, Blue 2.1.21

Tutorial Support Project Assistant – Jasmine Wagner

T. 08 8946 7606 | E. jasmine.wagner@cdu.edu.au

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