

# Indigenous Student Services – Tutorial Support Program

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## Tutor 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. TUTOR REGISTRATION

To register as a tutor, applicants will need to complete the [Online Tutor Registration Form](#) or download the [Tutor Registration Form](#). This must be returned to the Tutorial Support team with the following:

- Cover letter identifying demonstrated topic skills, experience and sensitivity to work with Indigenous people;
- Current Curriculum Vitae;
- Working with Vulnerable People/Ochre Card or state equivalent;
- Academic transcript or proof of qualification/s; and
- Photo identification (passport, license etc.).

Qualification and identification documents must be certified by a registered Justice of Peace or Commissioner of Oath unless originals are provided for verification by the Tutorial Support team.

It is a requirement that all contracted tutors have a current [Working with Children Check](#). If a tutor does not have one, they must apply at their own cost.

University staff members can register as a tutor. In line with the University's [Indigenous Employment Policy](#) and the [Indigenous Student Assistance Grant Guidelines](#), Indigenous tutors are encouraged to apply.

Current undergraduate students can become a tutor, however they must be:

- Studying a major sequence in the topic area requested by the student;
- At least two (2) academic years ahead of the student to be tutored (3<sup>rd</sup> or 4<sup>th</sup> year);
- Able to show evidence of sound academic progress in the topic; and
- Not themselves receiving tutorial assistance in the topic area.

Registering as a tutor does not guarantee employment.

### 2.1 REQUIRED QUALIFICATIONS AND KNOWLEDGE

Tutors generally need to have completed a higher education degree, or have completed a substantial amount of their degree, or have relevant industry experience in the subject area they are seeking to tutor in. Tutors must:

- Possess sound and clear interpersonal communication skills;
- Be willing to learn, follow and conduct effective tutorial methods; and
- Have a clear understanding of Indigenous student needs and expectations.

If a tutor does not have formal qualifications, they must provide two (2) written references verifying their ability to provide an appropriate level of tuition in the relevant topic area/s.

All tutors are required to attend an (unpaid) information session conducted by the Tutorial Support team to enhance their understanding of Indigenous education issues. The materials will also be available online for tutors in remote communities or interstate.

### 3. CONTRACTS

#### 3.1 STUDENT AND TUTOR MATCHING

The Tutorial Support team will make every effort to source and assign a suitably qualified tutor to each eligible student. If for any reason the Tutorial Support team cannot match a student with a suitable tutor, the student may be able to 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; and
- 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.

Tutors and students must declare all [conflicts of interest](#) to the Tutorial Support team.

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. Such behaviour will be investigated and may result in being excluded from the Program.

#### 3.2 CONTRACT ASSIGNMENT

Once the Tutorial Support team have established a contract, both the student and tutor will be sent an introductory email with one another's contact details and in order to facilitate an introductory 'meet and greet'. In the meeting the tutor will work with the student to go through the students tutorial requirements and establish a positive working agreement. If the student and tutor are happy to proceed they both accept the contract.

Once accepted, the Tutorial Support team will send through a contract to the tutor outlining:

- The students' name and contact details;
- Contract start and end date;
- Total number of hours (including exam preparation - if applicable); and
- Units for tutorial assistance.

Only when the contract has been accepted, tutorial sessions can occur and hours can be claimed by the tutor.

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 within two (2) weeks of the contract start date to the Tutorial Support team.

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

#### 3.3 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; or
- A student or tutor is not engaged or has had two (2) consecutive 'No Shows'; or
- Unsatisfactory performance/ conduct by either the tutor or student; or

- 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.

As casual staff members of the University, tutors' contracts may be terminated with one (1) hours' notice (i.e. in accordance with the [CDU and Union Enterprise Agreement](#)).

If a contract is cancelled or terminated, no further tutorial sessions can occur and no hours can be claimed against this contract.

### 3.4 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
- 3/4 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, however it is encouraged that students commit to meeting weekly with their tutor.

It is not uncommon for the total allocated contract hours to not be fully utilised throughout the contract duration.

### 3.5 CASUAL PAY RATES AND SUPERANNUATION

Rate of Pay for Tutors are indicated below:

	Individual tutoring	Group tutoring
HE student contracts	\$60 p/h	\$65 p/h
VET student contracts	\$50 p/h	\$55 p/h

The above rates of pay are paid in accordance with the [CDU and Union Enterprise Agreement](#) at the Casual Salary Rates and include 9.5% superannuation. The hourly rate also includes associated non-contact duties in the nature of tutorial preparation (up to one (1) hour).

If these pay rates change, all current tutors will be advised accordingly. For further information on salaries contact Salaries/Payroll on E: [salaries@cdu.edu.au](mailto:salaries@cdu.edu.au) or T: 088946 6552

#### 4. GETTING STARTED – THE FIRST TUTORIAL SESSION

The [Indigenous Student Support – Academic Support](#) team are available to provide comprehensive support on semester plans and time management to all Indigenous students.

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.

##### 4.1 TUTORING RESOURCES

It is the student's responsibility to provide their tutor with relevant course outlines and additional resources in advance to the session. Under no circumstances are student and tutors passwords to be shared.

The [CDU Learnline page](#) is a crucial component of a students' learning. Learnline read only access may be granted by the unit lecturer to the tutor either directly by the lecturer or through the Tutorial Support team. Students can also request access on behalf of their tutors.

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

Students can also contact the [Academic Language and Learning Success Program \(ALLSP\)](#) for 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](#)).

The Tutorial Support team can print out reasonable materials on request that are required for the tutoring session, such as course outlines, forms and some other resources. The Program however is not liable to source, purchase or reimburse any materials including text books for tutorial assistance.

It is the tutor's responsibility to ensure they have the appropriate level of computer literacy for tertiary education and student support at CDU. The *TEP021 - Computing for Tertiary Study* unit in the [Tertiary Enabling Program](#) at CDU is a free unit that may be accessed by all tutors to upskill.

#### 5. 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.

Tutors are expected to:

- Be punctual and be prepared for all scheduled tutorial sessions;
- Maintain student confidentiality at all times;
- Maintain communication with the student and the Tutorial Support team;
- Encourage students to communicate with their unit lecturers or course coordinators to discuss any issues or concerns (i.e. in a professional, productive and proactive manner); and
- Encourage students to actively participate in their classes and class discussions.

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 TUTORIAL SESSION ATTENDANCE

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.

## 6. ADMINISTRATION 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. A reminder email will be sent to each tutor advising when the report/s are due.

The Program aims to only have 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 only.

## 7. CDU ACCOUNTS AND TUTORIAL SUPPORT ONLINE

### 7.1 ACTIVATING A CDU ACCOUNT

Once a contract has been assigned, endorsed and processed by the Tutorial Support team, the tutor will receive an automated email on how to activate a CDU Staff computer account in ECentre.

Tutors can then use this account to access Staff Online which provides access to payslips, PAYG summaries and access to change personal information.

CDU accounts will be automatically de-activated two (2) weeks after the end date of each individual contract.

### 7.2 TS ONLINE

Once the tutor has activated their CDU staff account they can access the Tutorial Support Online (TS Online) system using their usual username and password.

### 7.3 TS ONLINE – TIMESHEETS

It is both the student and tutor's responsibility to maintain a record of all tutorial support sessions, dates and times for the assigned contract 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.

After each tutorial session the tutor has to enter the hour/s into the TS Online system, a guide on how to process timesheets can be found in the [TS Timesheet Help](#). Tutors can wait until the end of that pay period to enter all the hours at once. Only actual hours conducted can be claimed and not future anticipated hours.

TS online has the three (3) 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, 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](mailto: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.

It is the student's responsibility to verify the hours in a timely manner. Tutors are not eligible to confirm the tutorial hours claimed i.e. on a student's behalf. No further tutorial sessions can occur until the student has confirmed the previous tutorial sessions and any hours claimed.

If a tutor has missed/forgotten to enter the hours for a particular pay period, then the hours can be entered and claimed in the next pay period. Timesheet entry reminders will be sent to the tutor's preferred email address every fortnight, advising the next pay period cut-off date.

## 8. 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.

To gain afterhours access the tutor must obtain a current staff card by visiting or contacting the IT Kiosk. Once the staff card is activated, contact the TS team to have an after-hours access requested on your behalf.

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.

## 9. COMPLAINTS, FEEDBACK AND CONTACTS

All grievances or complaints are taken seriously. If the student or tutor has a grievance they are encouraged to contact the Tutorial Support team immediately to resolve the matter. 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](mailto: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:

E: [www.cdu.edu.au/oiss](http://www.cdu.edu.au/oiss)

[TS@cdu.edu.au](mailto:TS@cdu.edu.au)

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