



**UNIVERSITY
OF WOLLONGONG
AUSTRALIA**

GUIDE

FOR STUDENTS AND TUTORS



**INDIGENOUS TAILORED
ACADEMIC PROGRAM**

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Using this Booklet

The information within this booklet is mostly organised into two categories; students and tutors. However, overview information at the beginning of the booklet and resources toward the end of the booklet are useful for both students and tutors to read.



**SIGN &
RETURN TO
WIC**

Throughout the booklet please look out for the below symbol, this will help you remember which documents need to be returned to WIC and when

Woolyungah Indigenous Centre

Woolyungah Indigenous Centre offers access and support to Australian Aboriginal and/or Torres Strait Islander students studying at the University of Wollongong. Our programs aim to foster equity by supporting Australian Aboriginal and/or Torres Strait Islander peoples from entry to University, through to successful completion.

The journey of obtaining a tertiary qualification is about more than marks and exams. Woolyungah promotes a community environment where all Australian Aboriginal and/or Torres Strait Islander students are invited to have fun, network with other students and discover themselves as professionals.

Australian Aboriginal and/or Torres Strait Islander students are encouraged to utilise the following facilities:

- A large computer lab with printing and photocopy facilities
- Tutoring room
- Kitchen with tea, coffee, toaster, fridge, sandwich maker, microwave and vending machine
- Lounge room with TV and lounge
- Common study area
- Quiet study room
- Courtyard with table and chairs
- 24 hour access swipe card (upon application)

Contact Details:

Student Support and Recruitment Advisors

For student centred concerns please contact our Student Support team. Their details are listed below.

Rochelle Morris

Student Support & Recruitment Advisor
Woolyungah Indigenous Centre
University of Wollongong NSW 2522
Phone: 02 4221 5749
Email: romorris@uow.edu.au

Lesli Kirwan

Regional Student Support & Recruitment Advisor
Regional Campuses
Woolyungah Indigenous Centre
University of Wollongong NSW 2522
Phone: 02 4221 4020
Email: lkirwan@uow.edu.au

Andrew Sulter

Student Support and Recruitment Advisor
Woolyungah Indigenous Centre
University of Wollongong NSW 2522
Phone: 02 4298 1941
Email: asulter@uow.edu.au

ITAP Coordinator

For finance enquiries, to report changes to your contractual arrangement or personal details and concerns of a serious nature please contact the ITAP Coordinator:

Shiralee Lawson

ITAP Coordinator
Woolyungah Indigenous Centre
University of Wollongong NSW 2522
Phone: 02 4239 2386
Email: hartnett@uow.edu.au

Overview of the Indigenous Tailored Academic Program (ITAP)

What is ITAP?

ITAP is an academic support initiative of the Australian Government Department of Prime Minister and Cabinet (PM&C), which aims to improve educational outcomes for Australian Aboriginal and/or Torres Strait Islander students. Tutors are recruited and appointed to eligible students by Woolyungah Indigenous Centre (WIC). In delivering the ITAP program WIC follows guidelines set out in our funding agreement with PM&C.

The principal goal of ITAP is to explicitly connect Aboriginal and/or Torres Strait Islander students with the supports most appropriate to their individual needs and moves away from a 'one-size-fits-all' approach. Through these supports enabling these students to participate equitably and compete at the level of their peers in their chosen program of study.

At WIC we value the role of our tutors and strive to employ highly qualified tutors for our students. In turn it is expected that students apply respect and courtesy in all dealings with tutors, particularly on occasions where unforeseen circumstances arise for either party.

How ITAP works

- Each semester students may apply for ITAP Tuition. Woolyungah Indigenous Centre (WIC) ITAP Academic staff member will determine if students meet the criteria of eligibility and if the ITAP Tuition would be of benefit. PM&C funding covers the costs associated with providing tutors. There is no charge to the student.
- Eligible students may receive 2 hours of tutoring per subject, per week.
- Typically ITAP tuition is one-on-one between a student and tutor.
- Tutors are assigned by WIC staff. Contact details are exchanged over email to both tutor and student
- The tutor focuses on strengthening the student's academic skills and assists the student in understanding the key concepts and methodologies related to the subject. The tutor may also assist in interpreting the academic language specific to the area of study.
- Students and Tutors are expected to contribute to WICs reporting obligation to PM&C as this impacts the availability of funding. This means completing and returning **all** documentation requested.

Please note that tuition sessions can only begin when:

1. The tutor has been approved and included on the ITAP register by the ITAP Coordinator at WIC; and
2. Both student and tutor have received notification from WIC staff outlining the subjects for which the tuition will be provided and the maximum hours per week approved for each subject.

Reporting Procedures

Students and tutors are responsible for contributing to the reporting requirements outlined by the funding body, PM&C. This involves completing and returning to WIC all documentation associated with the program.

How ITAP Works: Students

Who is eligible for ITAP Tuition assistance?

1. To be eligible for tuition under ITAP Tuition, a student must be an Australian Aboriginal and/or Torres Strait Islander in accordance with the following definition, which requires that the student:
 - Be of Aboriginal and/or Torres Strait Islander descent; and
 - Identify as an Aboriginal and/or Torres Strait Islander; and
 - Be accepted as an Aboriginal and/or Torres Strait Islander in the community in which he or she lives or has lived.
2. Have been assessed as in need of additional tutorial assistance and approved to receive tutoring by a Woolyungah Indigenous Centre staff member in accordance with the ITAP guidelines.
3. Be enrolled in an award program of the University.

The Student Application Form

To ensure the administration and approval process is transparent and meets the guidelines of ITAP students wishing to apply for ITAP Tuition must complete an ITAP Student Application form for each semester than they require tuition.

The Student Application form provides Woolyungah Indigenous Centre (WIC) staff with information on the academic support requirements of the student. Students are welcome to nominate a specific tutor for a specific course. Woolyungah staff will endeavour to assign the nominated tutor where possible provided they qualify according to the tutor selection criteria.

Lodging an ITAP Student Application form does not guarantee provision of ITAP Tuition services. Your application must be assessed and approved before a suitable tutor is assigned by Woolyungah Indigenous Centre. **DO NOT** commence tutoring before this.

What is an Educational Assessment?

In line with the ITAP Guidelines, student eligibility for ITAP Tuition is determined by the ITAP Staff to meet the students support needs.

On your application form you are asked to complete an educational assessment. This is an important part of our agreement with ITAP. It is important that you provide as much information as possible so that we are able to assess your application and find the most suitable tutor for you. WIC will then ask you to attend a meeting with the ITAP team to discuss you needs.

WIC staff will provide contact details for approved students to their assigned tutors. Your tutor will then contact you to arrange the first tutoring session.

Student Roles and Responsibilities

As a recipient of ITAP Tuition, the student is expected to honour tutorial arrangements. Student's roles and responsibilities to the program are as follows:

Administration

1. Students are responsible for contributing to the reporting requirements outlined by the funding body, PM&C. This involves completing and returning to WIC all documentation associated with the program, including:
 - a. The Acceptance into ITAP Letter and Student Terms and Conditions
 - b. Assisting tutor to complete the Work Program
 - c. Student Feedback Form

Tutor Payments

2. The tutor is responsible for lodging all claim forms for payment. It is the student's responsibility to ensure that:
 - a. The date and time that the tuition took place is correct
 - b. The amount of time the tuition session has taken is correct
 - c. At the end of each session, the claim form is signed by the student
 - d. Students keep a personal record of all tuition times.

Under no circumstances should a student sign a blank claim form

Conduct and Academic Integrity

3. Students are expected to adhere to the University of Wollongong's Code of Conduct and Student Conduct Rules. This includes observing rules around plagiarism and academic honesty. Failure to do this can result in zero marks or expulsion from the University.

Tutors are also expected to observe University rules around plagiarism and academic integrity. An ITAP tutor should never complete work on a student's behalf.

This includes:

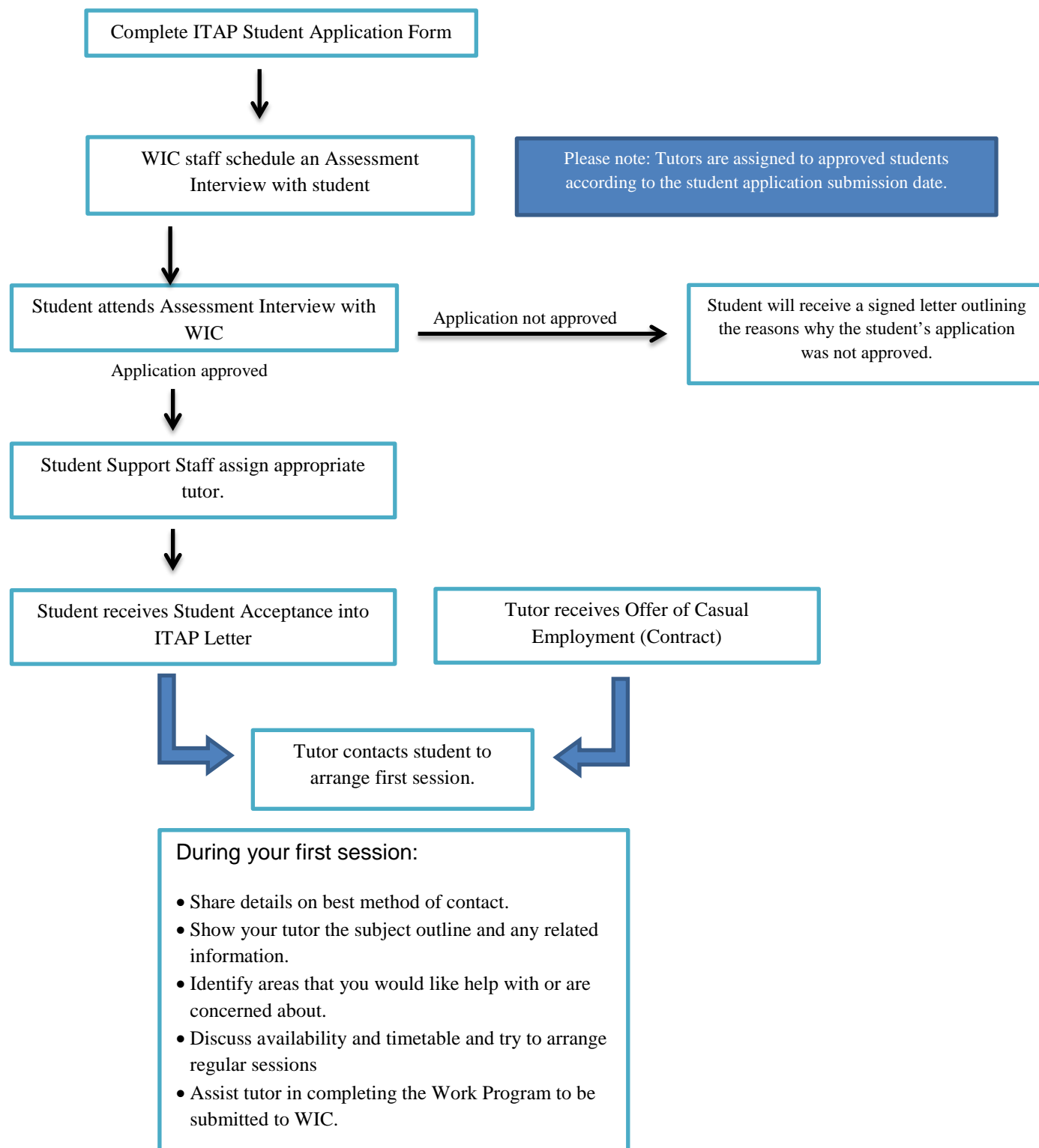
- Typing draft essays or assignments
- Getting books from the library
- Conducting electronic research searching; or
- Any other activity that could be reasonably thought of as part of the obligations of an autonomous student.

The goal of the program is to enable students; to assist capacity building and encourage independent learning. Completing work on a student's behalf causes the student a disadvantage as they aren't learning to perform a skill autonomously in situations outside of their tutoring.

Tutorial Sessions

4. It is your responsibility as the student to ensure that you are prepared for the tuition session and take along the subject outline and any other associated information to be discussed.
5. Be punctual and remain for the full length of the session.
6. In an instance where you are unable to attend or need to reschedule a prearranged tuition session, try to give your tutor as much notice as possible and **no less than 3 hours**.
7. Students and tutors aren't to exceed the number of allocated hours per week as stated in the contract period as stated on the Acceptance into ITAP Letter.
8. If you are not satisfied with the tuition being provided, contact the ITAP Coordinator in the first instance to discuss the allocation of another tutor. If another tutor is to be allocated the student must complete and submit a Change of Tutor Application. A new tutor cannot be assigned until this form has been submitted to WIC.
9. ITAP tuition is a supplementary scheme and is not a substitute for normal classes. Tuition is not to be carried out during normal lecture or tutorial times.

ITAP Tuition Administration Process for Students



Document Checklist: Students

1. Acceptance Letter

The Acceptance Letter is a document that informs you that you will be receiving tutoring, who your tutor will be, which subjects you will receive tutoring for and the hours that are allowed for each subject. This will be emailed to you by WIC staff. Students are required to sign this letter to notify WIC that the details are correct.



SIGN &
RETURN TO
WIC

DUE: no later than 2 weeks after receipt.

Return to WIC reception or scan and email to itas-wic@uow.edu.au

2. Student Terms and Conditions

The Student Terms and Conditions outlines all the rules involved in accessing ITAP Tuition. The Terms and Conditions reflect the directions set out in the Funding Agreement between UOW and the Prime Minister and Cabinet.



SIGN &
RETURN TO
WIC


DUE: no later than 2 weeks after receipt.

Return to WIC reception or scan and email to itas-wic@uow.edu.au

3. Work Program

In the first meeting, it is a good idea for students and tutors to talk about which areas or topics the sessions will focus on for the semester. Describe the areas that you think you might need the most help with to your tutor. For example, it may be the academic language specific to your area of study, or the writing structure required for a particular subject. As a pair you can then discuss strategies to address those concerns. This information is then recorded in the Work Program.

The Work Program doesn't need to be exhaustive; it can take the form of a list. The main purpose is to think about goals and strategies that may contribute to those goals, as a pair and note these down to refer to during semester.




SIGN &
RETURN TO
WIC

DUE: Tutors are required to return Work Programs no later than two weeks after tutoring commences.

Return to WIC reception or scan and email to itas-wic@uow.edu.au

4. Student Feedback

The Student Feedback Form is very important. Feedback about the program and the tutor that you worked with helps WIC to improve the program as well as comply with our reporting requirements to the Funding Body, PM&C.



SIGN &
RETURN TO
WIC

DUE: At the end of semester

Return to WIC reception or scan and email to itas-wic@uow.edu.au

How ITAP Tuition Works: Tutors

Position Purpose

The principal goal of ITAP Tuition is to assist Aboriginal and/or Torres Strait Islander students to participate equitably and compete at the level of their peers in their chosen program of study.

ITAP Tutors are employed to provide academic support services to enrolled Aboriginal and/or Torres Strait Islander students who request tutoring and are accepted into the program.

Effective tutors have sound interpersonal and communication skills and demonstrate a commitment to their student's development as independent learners. Effectiveness as a tutor may also be enhanced by an understanding and cultural sensitivity to the needs of Indigenous students.

Who is eligible to work as an ITAP tutor?

ITAP tutors must be qualified either through formal education or relevant experience to deliver tutoring specific to the needs of their student.

Tertiary students are welcome to apply to tutor with the ITAP program

To be eligible, tertiary students must be:

- At least one academic year ahead of their student
- Studying a major sequence of units in the subject area of their student; and
- Able to show evidence of sound academic progress.

Conflict of Interest: We are unable to employ tutors who are members of the student's immediate or de facto family or the student's usual class or subject teacher, lecturer or tutor.

Tutor Application Process

To apply as a tutor with ITAP, tutors must submit an Application Form with the necessary supporting documents to Woolyungah Indigenous Centre (WIC).

WIC accepts Tutor Applications at any time during the year however the best time to submit an application is in the month prior to the beginning of semester.

If your application meets the needs of the program you will be asked to attend a face to face interview.

Please note that acceptance onto the ITAP register does not guarantee work will be available. Availability of work as a tutor depends on the amount of student applications received, your areas of expertise and suitability to a student.

Work through the ITAP program is highly variable and dependant on student's needs. Tutors should be aware that students participating in the ITAP program may cease assistance with particular tutors if arrangements are deemed to be unsatisfactory. In such cases, where possible we will allocate tutors to other students, however it is not always possible.

Tutor Role and Responsibilities

As an ITAP tutor, your responsibilities to the student and the program are as follows:

Administration

1. Employed tutors are responsible for contributing to the reporting requirements outlined by the funding body, PM&C. This involves completing and returning to WIC all documentation associated with the program, including:
 - a. Signed Offer of Employment
 - b. Financial Documentation (resubmission required for each calendar year)
 - i. Tax File Number Declaration
 - ii. General Staff Casual Authority (Bank Account details form)
 - c. Work Program (as negotiated with student at first tutorial session) Due 2 weeks after the commencement of employment each semester.
 - d. Student Progress Report (for each student). Due at the end of each semester.

Tutor Payments

2. The tutor is responsible for lodging all claim forms for payment. Please ensure that:
 - a. The date and time that the tuition took place is correct
 - b. The amount of time the tuition session has taken is correct
 - c. At the end of each session, the claim form is counter signed by the student
 - d. As a tutor, you keep a personal record of all tuition session times so that in the rare event that a timesheet is misplaced you are able to provide the information again.

Under no circumstances should you ask or allow a student to sign a blank claim form that does not have the above details completed.

Conduct and Academic Integrity

3. Tutors are expected to observe University rules around plagiarism and academic integrity. An ITAP tutor should never complete work on a student's behalf.

This includes:

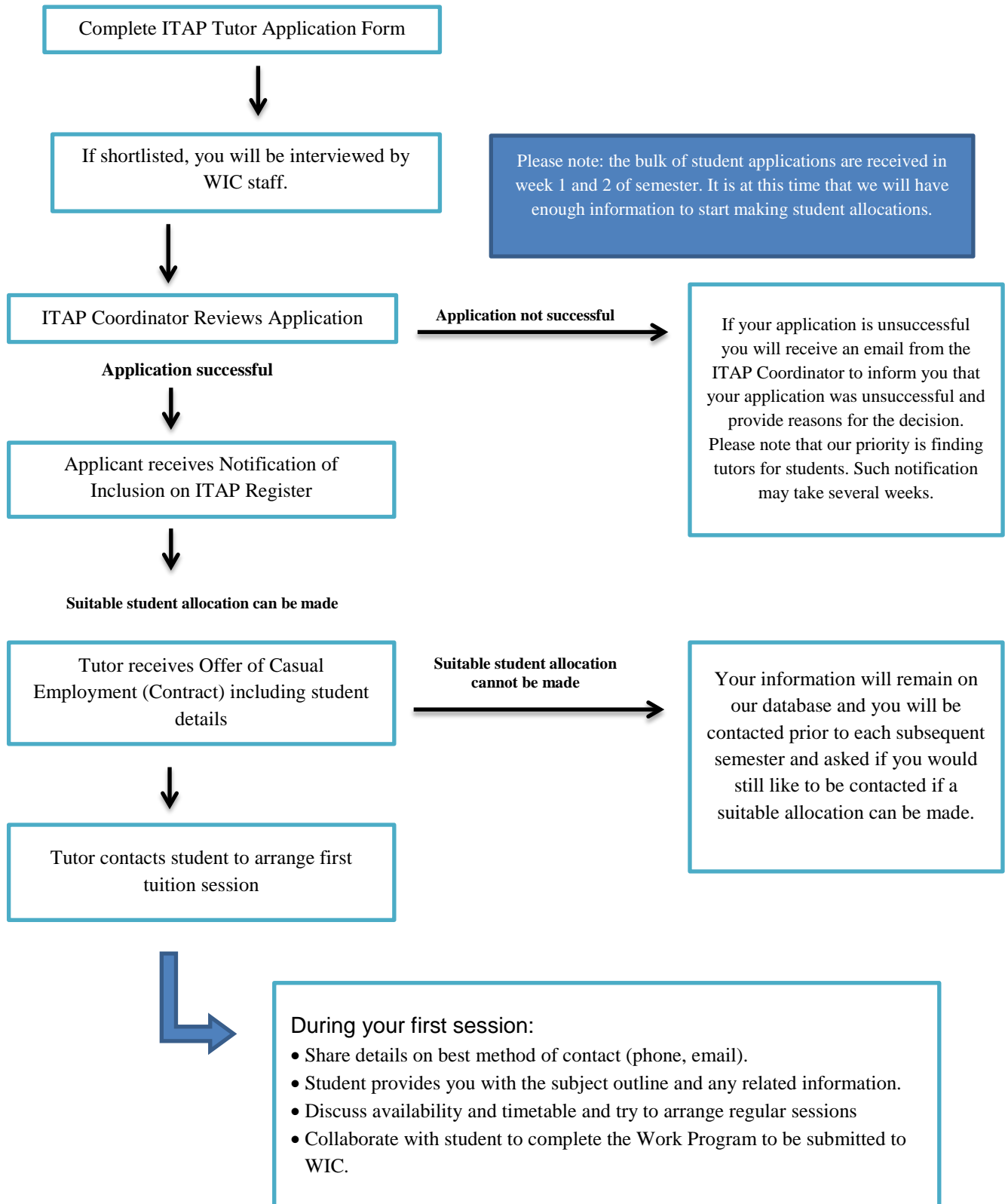
- Typing draft essays or assignments
- Getting books from the library
- Conducting electronic research searching; or
- Any other activity that could be reasonably thought of as part of the obligations of an autonomous student.

The goal of the program is to enable students; to assist capacity building and encourage independent learning. Completing work on a student's behalf causes the student a disadvantage as they aren't learning to perform a skill autonomously in situations outside of their tutoring.

Tutorial Sessions

4. Be punctual and remain for the full length of the session.
5. In an instance where you are unable to attend or need to reschedule a prearranged tuition session, try to give your student as much notice as possible.
6. If your student does not attend a prearranged tuition session and has not made contact at all, please contact the ITAP Coordinator in the first instance.
7. Students and tutors aren't to exceed the number of allocated hours per week as stated in the contract period detailed in the Offer of Employment.
8. If you are having difficulties getting along with or working with your student you should first try to work the problem out directly with the student. If you cannot resolve the issue please contact the ITAP Coordinator.
9. ITAP tuition is a supplementary scheme and is not a substitute for normal classes. Tuition is not to be carried out during normal lecture or tutorial times.

ITAP Administration Process for Tutors



Document Checklist: Tutors

1. Offer of Employment

The Offer of Employment contains all the information necessary to complete your recruitment. It will also contain the name of the student you are tutoring, for which subject/s, how many hours are allowed each week and the hourly rate.

**SIGN & RETURN
TO WIC**

DUE: no later than 2 weeks after tutoring commences

Return to WIC reception or scan and email to itas-wic@uow.edu.au

2. Financial Documents

- Tax File Number (TFN) Declaration
- General Staff Casual Authority
- Copy of birth certificate or passport and driver's license (Identification)

These forms involve carbon copy paper and therefore can't be emailed to tutors with the Offer of Employment. Tutors may obtain these forms directly from Woolyungah Indigenous Centre (WIC) Reception or email the ITAP Coordinator to request the forms be posted to them.

Payroll requires that tutors submit financial documents at the beginning of each calendar year. This means that if you are employed for Spring, yet also worked in Autumn you don't need to resubmit.

**SIGN & RETURN
TO WIC**

DUE: no later than 2 weeks after tutoring commences

Return to WIC reception or scan and email to itas-wic@uow.edu.au

3. Work Program

The Work Program is developed in consultation with the student and clearly identifies educational needs and goals. The Work Program provides an opportunity for the tutor and student to discuss the student's priorities for learning and set goals for the semester of tutoring. Achievable goals and related strategies toward accomplishing them should be discussed and reported in the Work Program.

The Work Program doesn't need to be exhaustive; it can take the form of a list. The main purpose is to think about goals and strategies that may contribute to those goals, as a pair and note these down to refer to during semester.

**SIGN & RETURN
TO WIC**

DUE: no later than 2 weeks after tutoring commences

Return to WIC reception or scan and email to itas-wic@uow.edu.au

4. Student Progress Report

The Student Progress Report allows tutors to provide information on how they feel their student has progressed over the semester. The Student Progress report should relate directly back to the Work Program. The Student Progress Report addresses the following questions; was progress made toward the goals outlined in the Work Program? Did the strategies suggested in the Work Program contribute to the goals? Tutors also have the opportunity to suggest areas that student should continue to focus on in further study.



SIGN & RETURN
TO WIC

DUE: no later than 2 weeks after tutoring period concludes

Return to WIC reception or scan and email to itas-wic@uow.edu.au

5. Pay Claim Forms

Pay Claim forms are completed by tutors and countersigned by students. Pay claims are submitted fortnightly on Wednesdays by 12pm. Pay cut off dates are noted on the cut off calendar. This calendar is also emailed to you.

Getting the most out of tutorial sessions: students and tutors

How do we get started?

Each student will have different academic needs; however there are some things that remain constant. It is important to establish how you can work together effectively.

It is recommended that students bring the following materials to tuition sessions, especially the first session:

- Timetable (for all subjects – lectures and tutorials)
- Subject Outline for all classes the tutor is engaged for.
- Diary
- Textbook, readings, lecture notes

It may be helpful for students and tutors to establish the following:

- When will tutorials take place:

Will a regular time and place work for you? If not, try to plan the next few sessions at the very least. Our experienced tutors have found that regular weekly contact with a student achieves the best results. Students who do not have a regular time set or who don't remain in contact with their tutor are more likely to go into 'crisis mode' as the semester gets more difficult.

- Where will the tutorials take place?

Students and tutors are welcome to use the foyer, computer room, tutor room or common room at WIC. Students and tutors also choose to use the UOW library or Public Libraries. It is not appropriate to conduct tutorial sessions at either home of the student or tutor.

- How will you communicate?

Discuss boundaries around contacting each other outside of prearranged sessions. Work out the best method of communication if either of you are unable to attend a session. If a tutorial is missed the student should contact the tutor to reschedule. Exchange email addresses and phone numbers at the first meeting so that this is easy to do and you avoid inconveniencing one another.

- The goals the students want to achieve

It is important to have clear and realistic expectations from the start so that both students and tutors are working toward the best outcome.

- Preparation prior to the tutorial

What should the student bring each week? Should the student email notes or drafts to the tutor as a basis for each session?

- What structure should each session take?

The structure of each tutorial session is left to the discretion of each pair. Some partnerships are largely student directed. For example; students may present problems or describe areas of concern within the subject area and the tutor then provides guidance for overcoming those concerns. In other cases the tutor may offer strategies for summarisation or study techniques suited to the subject area. In most cases, tuition sessions use both approaches.

Support Services

ITAP is one of many support services available for Australian Aboriginal and/or Torres Strait Islander students at UOW. Below is a list of services that should be considered;

Learning Development

Learning Development offers a range of **free resources and teaching services** to all enrolled students seeking to improve their academic performance. Learning Development staff is also available for individual teaching sessions, focusing on effective strategies to help you complete your academic work. Consultations are free and generally last for one hour.

Learning Development is located in Building 11, level 3 (take the lift opposite the Unishop).

Phone 4221 3977.

Library

The Library is a great place to access during your time at UOW. You are able to access a variety of resources and it is also a space that can be used to conduct tutoring. For more information go to

<http://www.library.uow.edu.au/facilities/index.html>

Counselling

The main service is free and confidential [individual counselling](#), available 5 days a week to assist you with personal, study or work related difficulties. It can involve identifying options and choosing between them, learning new skills to cope better with problems, gaining greater understanding of what is occurring, or being supported while recovering from some significant life event.

To book an appointment from 9am to 5pm either visit **Level 3, Building 11** at the UOW main campus or phone **02 4221 3445**.

In case of an emergency <http://www.uow.edu.au/student/services/cs/UOW136379.html>

Disability Services

Disability Services at UOW provides reasonable adjustment advice and support for current and prospective students with a disability or health condition. Their aim is to ensure that students with a disability realise their full academic potential despite their disability.

If you have a disability, register as soon as possible in order to receive additional support and advice. If you have complex requirements it is even more important to contact Disability Services early so that they can arrange your support in a timely manner. Please contact their office for further advice or information or to make an appointment.

P: 02 4221 4942

E: disability_services@uow.edu.au

Please speak to one of WIC's staff members if you require any assistance to access any of the abovementioned services.