Aboriginal Tutorial Program
Tutor Induction Handbook

Wirringka Student Services

**University of
South Australia**

Contents

Acknowledgement of Country

The University of South Australia respectfully acknowledges the Kaurna, Boandik and Bangarla First Nations Peoples and their Elders past and present, who are the First Nations' traditional owners of the lands that are now home to the UniSA campuses in Adelaide, Mount Gambier and Whyalla. We are honoured to recognise our connection to the Kaurna, the Boandik and the Bangarla lands, and their history, culture and spirituality through these locations, and we strive to ensure that we operate in a manner which respects their Elders and ancestors. We also acknowledge the other First Nations of lands across Australia with which we conduct business, their Elders, ancestors, cultures and heritage.

Forward

Ninna Marni, Martu karu, Palya, Hello

UniSA's Wirringka Student Services is committed to working with our *Aboriginal community to address the gap in tertiary education between Aboriginal peoples and the rest of the population.

The Aboriginal Tutorial Program can improve student experiences and play a major role in building a strong and responsive Aboriginal student wherever their university career may take them.

This ATP Tutor Handbook includes information on how to get started, administration, conducting tutorial sessions and useful links.

We would like to thank the UniSA ISSP Governance Group, which has partnered with the Australian Government and provided invaluable funding.

Kind regards

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Manager: Wirringka Student Services

Sophie Murray
Coordinator: Aboriginal Tutorial Program

*Consistent with common usage now in many organisations, this publication uses the shorter form reference to 'Aboriginal People' but is intended, always, to be inclusive of both Australian Aboriginal and Torres Strait Islander Peoples..

Background

Wirringka Student Services

The word 'wirringka' means 'together and in common with' in the Kaurna language.

Wirringka Student Services engages with and provides support to Australian Aboriginal and/or Torres Strait Islander students to enrol in and complete higher education degrees at the University of South Australia.

We offer Aboriginal students a friendly, comfortable and supportive environment to study. Wirringka study centres are accessible at all UniSA metropolitan campuses and some regional locations. Staff are also available by phone, email and virtual meetings for all students especially our external, OUA and UniSA Online students.

Our Aboriginal Student (and Community) Engagement Officers (ASEO/ASCEO) can assist in answering any questions students may have, and are available to help at any point before, throughout, or after their studies.

Indigenous Student Success Program (ISSP)

The Indigenous Student Success Program (ISSP) is an Australian Government initiative that commenced on 1 January 2017 and provides supplementary funding to universities to help Aboriginal and Torres Strait Islander students take on the demands of university and succeed.

Through the program, universities can offer scholarships, tutorial assistance, mentoring, safe cultural spaces and other personal support services. The flexibility of the ISSP assists universities to tailor their services to match student needs.

Universities receive ISSP funding based on enrolments, unit success rates and course completions of Aboriginal and Torres Strait Islander students. A special loading also recognises the additional costs associated with assisting Aboriginal students from regional and remote areas.

The Aboriginal Tutorial Program

The Aboriginal Tutorial Program (ATP) offers Aboriginal students access to tutors, free of charge, across UniSA metropolitan and regional locations through face-to-face or online sessions. Our ATP Tutors have skills and experience in a wide range of study areas including academic writing, referencing and research, and can provide general assignment guidance to support the development of independent study skills.

Model

The ATP provides team-based, mixed-model tutoring, including one-on-one and group tutoring sessions, as well as development of resources to maximise time spent with students, and in situ training and guidance for ATP Tutors. A campus-based group of ATP Tutors will work as a collaborative team with the ASEO/ASCEO and Coordinator: Aboriginal Tutorial Program, to support students and each other, develop resources and share information. ATP Tutors continue to have flexibility in their hours of delivery to meet the needs of students who can only access tutoring outside of normal business hours.

The focus of the ATP Tutors' time will be on academic on-boarding, supporting students to understand course content, support around key assessment times, pre-emptive skillset development sessions, proactive engagement and improving student engagement with other UniSA support services including Studiosity, Career Services, Counselling, Scholarships, PASS and Access and Inclusion to lift retention and completion rates of the students.

Additionally, it is important to encourage students to engage with extracurricular services such as UniSA Sport for wellbeing, and the UniSA+ Award for leadership and self-development purposes to contribute to their university experience.

Key features

The key features of the model include:

- A set number of hours allocated per campus/regional site subject to demand.

- A team of ATP Tutors per campus/ regional site.

- Yearly contracts with flexibility for when the hours can be used and for what activities. ATP Tutors will be able to utilise some of their hours for preparation, team-based activities, and training.

- ATP Tutors are assigned to disciplines/ student cohorts rather than courses to improve coverage of the student population and limit duplication of ATP Tutor activities.

- ATP Tutors can have multiple students.

- No set hours of tutoring per student; however, students can be provided with a mix of one-on-one and group tutoring depending upon need.

- ASEO/ASCEOs will work with ATP Tutor teams on a cohort-based approach that takes into consideration the needs of the students who have requested tutoring, and the best ways to support them.

- After students request ATP support, an appointment will be held with the student and the ASEO/ASCEO to determine the student's needs. This appointment may take place before or during the study period.

- A decrease in the administrative load for Wirringka Student Services.

Student Access To The ATP

Student eligibility

To be eligible to access the Aboriginal Tutorial Program, students must:

- Identify as Australian Aboriginal and/or Torres Strait Islander; and

- Be enrolled in a pathway, undergraduate or postgraduate program at UniSA.

Student application process

Students can express interest in accessing the ATP by contacting Wirringka Student Services or their local ASEO/ASCEO. In some instances, a student may also directly approach an ATP Tutor. Regardless of how a student makes first contact, they will need to be referred to their local ASEO/ASCEO in the first instance, who will determine which ATP Tutor is best suited to the student's needs.

Should a student approach an ATP Tutor for support, it is the ATP Tutor's responsibility to refer the student to their local ASEO/ASCEO. Best practice is to send the ASEO/ASCEO an email and Cc the student.

After a student's needs have been assessed, the ASEO/ASCEO will then contact the appropriate ATP Tutor to ask the ATP Tutor's availability and willingness to support the student. If the ATP Tutor is able to take on the student and there is no conflict of interest, the ASEO/ASCEO will then introduce the ATP Tutor and student either via email or in person.

The ATP Tutor and student are then able to arrange their first session together.

Before You Get Started

Casual employment agreement

Before you commence tutoring, you will need to ensure you have read and accepted your casual employment agreement. This will also indicate your commencement date and other important information, such as a summary of duties and standards of conduct. In addition to this, you should familiarise yourself with the Aboriginal Tutorial Program: Tutor position description.

Access to information technology

At the commencement of your contract, you will have a staff profile created for you. If you have not received your login details prior, please contact the UniSA IT Help Desk to access your staff username and password. It is important that you make IT access a priority, as most communication will occur via your staff email address. If you have not received the details of your staff email, please mention this to the IT Help Desk.

Staff ID

You will require a staff ID card to access most of Wirringka study centres. In order to obtain this card, please visit your local Campus Security team. Once you have received this, please send a request for building access to your local ASEO/ASCEO or alternatively, wirringka@unisa.edu.au with your name and staff ID number.

Conducting Tutorial Sessions

Location of ATP sessions

Tutoring must take place at a UniSA campus or a public space such as a library or café. In most instances, students will choose to meet with their ATP Tutor at one of the Wirringka study centres. However, if you are unable to attend a UniSA campus, then you may use email, phone, or video call to conduct the tutorial session.

Tutoring must not take place at a private residence and ATP Tutors must not transport students in their personal vehicles.

Academic boundaries

ATP Tutors provide support to students, supplementary to the lectures and tutorials provided as a part of the student's program.

ATP Tutors must not:

· Provide notes for the student;

· Write or type assessments on the student's behalf;

· Undertake research for the student, including the provision of references.

Limitations of ATP Tutoring are informed by the Academic Integrity policies and procedures.

Postponing or cancelling a session

If you need to postpone or cancel your tutorial session, it is important that you contact your student as soon as practical. It is expected that you give a minimum of 24 hours' notice, and if you are unable to contact your student, reach out to your local ASEO/ASCEO or the Coordinator: Aboriginal Tutorial Program.

If a student needs to postpone or cancel your session, they will also be required to give you 24 hours' notice and you will both need to work together to reschedule the session.

Confidentiality

Upholding confidentiality guidelines is critical to the role of an ATP Tutor. If a student has disclosed personal information to you, you must obtain documented permission (in writing or email) before disclosing this information to a third party. Exceptions to this only exist when it may put the ATP Tutor, student or others in a position of immediate risk or danger.

There are two main policies which outline the responsibilities of an ATP Tutor regarding confidentiality. The first is the Casual Employment Agreement you agree to when you become a casual staff member at UniSA and the second is the Confidentiality of students' personal information policy. Please ensure you read and familiarise yourself with these documents.

If a student has reported an incident of sexual assault or harassment to you, and you have obtained permission to report it, you can do so here.

Conflict of interest

It is a requirement that you declare any conflict of interest and/or perceived conflict of interest which exists or may arise during tutoring. Prevention of a conflict of interest is consistent with the University's Code of Ethical Conduct. Examples of a conflict of interest include, but are not limited to:

· If you are immediately related to the student;

· Have a personal relationship with the student;

· Have been appointed to a teaching position within the student's course or program.

If you believe a conflict of interest exists, please contact the Coordinator: ATP for further advice.

Program Administration

Tutorial session notes

As a part of your role as an ATP Tutor, you will be asked to keep notes of your tutoring sessions with individual students and groups. Notes are kept for several reasons:

- To keep a record
- To collaborate effectively
- To make referrals

Keeping notes also ensures that we are accountable and meet the legal responsibilities of the ATP and our duty of care.

At the commencement of your contract, you will be given access to the ATP Tutor Notes spreadsheet. It is important that you only record information about students who are actively enrolled and receiving tutorial support. When writing the notes, you should keep in mind who reads the notes and why, as students can request to access these notes under the Freedom of Information Act (1991).

Tutoring notes should be written as soon as possible after a student interaction to ensure clarity. Notes also need to:

- Be accessible and useful to other ATP Tutors who may be supporting the student(s)
- Provide an overview of how you supported the student during the interaction
- Use non- judgmental, factual language

- Differentiate between an observation and quoting a student
- Have all fields completed

Further training and support are available regarding tutoring notes. Please contact your local ASEO/ASCEO or Coordinator: ATP for further details. Failure to regularly submit tutoring notes will prompt a call from the Coordinator or relevant ASEO/ASCEO to discuss any barriers to access.

Timesheets

Before you submit your first timesheet, please make sure you have read and understood the Minimum engagement period guide, and how it applies to your personal circumstances. If you require support interpreting this policy, please contact the Coordinator: ATP or the UniSA People, Talent and Culture team.

It is important to regularly submit your timesheet (fortnightly). If this does not occur, you will receive a courtesy call from the administration team. Regular submission of timesheets also supports the budgetary and reporting activities of the ATP. If you are unsure of how and when to submit your timesheet, please access the links provided at the end of this document.

What you can claim for

- Tutoring with a student(s) — face-to-face, email, phone and online
- Attending meetings — ATP Tutor, ASEO/ASCEO and Coordinator
- Training — Induction, Aboriginal Cultural Safety and other (with approval)
- Development of resources as negotiated with the Coordinator: ATP
- ATP Administration — ATP Tutor Notes, timesheets and communication with staff/students
- Preparation for sessions (within reason)

How to check your remaining hours

- Go the UniSA homepage and log in to the staff portal using your username and password
- Select the 'My Details' tab (you may be prompted to login again)
- Navigate to the 'Occupancy' tab and select the contract ID you wish to view

Requesting an extension to your contract

If you are getting close to the end of your contracted hours, please contact the Coordinator: ATP immediately. Contract extensions are subject to negotiation and funding restrictions.

The administrative team keep a close record of the hours as they are used; however, ATP Tutors are in the best position to understand their regular commitments and when a contract may be close to expiration or running out of allocated hours. Timely notification will ensure that tutorial support can continue without interruption.

Before sending a request to the Coordinator: ATP, please make sure that your timesheet claims are up to date. You will also be asked to provide the following information:

- How many students you are currently supporting (and if this may increase)
- Average working hours per week
- If any students are expected to have examinations or supplementary assessments

Once you have this information, simply call or email the Coordinator: ATP or wirringka@unisa.edu.au. The Coordinator: ATP and administration team will then review your request and consider the budget, and the needs of students across all campuses before issuing further advice.

Program Administration

Valid Working with Children Check (WWCC)

It is a UniSA requirement that staff must hold a valid Working with Children Check (WWCC) for prescribed positions. Casual ATP Tutor positions fall within this category. UniSA's People, Talent and Culture team will usually contact you 6 weeks prior to your clearance expiring; however, it is important that ATP Tutors take ownership and act responsibly. If at any point your WWCC lapses, your casual contract will be suspended immediately, and you will be unable to work for the period until a new clearance is issued.

Key policy framework

As well as confidentiality, it is important that you read and familiarise yourself with other key policies such as:

·   Anti-racism

·   Equal opportunity

·   Inclusive language

·   Sexual harassment

·   Discrimination and harassment grievance procedures (staff)

·   Code of ethical conduct

For staff employment conduct, refer to the University of South Australia Enterprise Agreement 2019. A copy of the Student complaints resolution C-17.5 policy is also available, along with an online guide.

Contact Details

Manager:
Wirringka Student Services

📞 (08) 8302 9218

Coordinator:
Aboriginal Tutorial Program

📞 (08) 8302 7157

Administration Officer

📞 (08) 8302 6703

Aboriginal Student (and Community) Engagement Officers

City West

📞 (08) 8302 0121

City East

📞 (08) 8302 2316

Magill

📞 (08) 8302 4691

Mawson Lakes

📞 (08) 8302 5303

Mount Gambier

📞 (08) 8302 8907
📞 Mobile: 0466 136 561

Whyalla, Port Lincoln, Ceduna and Port Augusta

📞 (08) 8302 6179
📞 Mobile: 0435 967 923

General enquiries

🌐 unisa.edu.au/wirringka

✉️ wirringka@unisa.edu.au

📞 (08) 8302 9195

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Emergency contact details

Emergency

Call 000 to contact the state Emergency Services (Police, Fire, Ambulance). In non-emergency situations, you can also contact the Police on 131 444.

Campus security

Use a security phone: Several locations on all campuses are equipped with emergency wall phones for direct contact with security staff. These are distinguished by a sign overhead. They will automatically dial security.

📞 88888 from internal University telephones

📞 1800 500 911 (24-hours, free call)

For staff:

Employee Assistance Program

📞 Metropolitan campuses: 1300 277 924

📞 Mount Gambier Campus: (08) 8723 1999

📞 Whyalla Campus: (08) 8645 8233

For students:

Out-of-Hours Crisis Line (free)

📞 1300 107 441

Text 0488 884 163

For students and staff:

1800RESPECT- National Sexual Assault, Domestic Family Violence Counselling Service

📞 1800 737 732

This line is available 24 hours a day, seven days a week, to support people impacted by sexual assault, domestic or family violence and abuse.

📞 Who do I contact?

If there is an immediate risk to the student, yourself or others, call OOO or contact Campus Security immediately.

Call 88888 from internal University telephones or call 18OO 5OO 911 (24 hours, free call).

If the risk is significant, but not urgent, contact the Coordinator: ATP.

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Contact the Coordinator: ATP

If it is about your role as an ATP Tutor, such as tutor notes, timesheets or allocated hours.

OR

If it is about your occupancy details, such as contracts, personal details or pay details

Alternative contacts include:

· Wirringka Student Services Administration Officer

· People Talent and Culture or

· Payroll

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Contact an ASEO/ASCEO

If it is about the student's academic progress, enrolment, advocacy or general wellbeing. Alternatively, refer to the most appropriate Student Support Service.

OR

Refer students to other staff members

For Undergraduate and Postgraduate students: Encourage the student to contact their program staff directly to clarify assessments, grades or seek extensions.

For Aboriginal Pathways Program (APP) students:
Contact their APP Tutor who are available for student consultations regarding course content or catching up on missed classes.

Useful Links

ATP Tutor position description

Payroll calendar

Making a timesheet claim

Minimum engagement period

Guidelines for staff on use of IT facilities

Use of personal devices

Course search via Learnonline

Assessment policies and procedures manual

WHS forms

Policy procedures and guidelines

**University of
South Australia**

**Contact Wirringka
Student Services**

🌐 unisa.edu.au/wirringka

✉ wirringka@unisa.edu.au

📞 (O8) 83O2 9195

🅕 Wirringka