Indigenous Tutorial Assistance Scheme (ITAS)

Tutor Handbook - 2013
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*We, the Aboriginal and Torres Strait Islander Studies Unit,*

*acknowledge the traditional owners/custodians of the land on which we gather and meet.*
The following information is intended to assist new and continuing ITAS tutors and is based on both the Indigenous Tutorial Assistance Scheme (ITAS) Funding Contract Guidelines and UQ Human Resources policies and procedures.

What is ITAS?

ITAS is an academic initiative of the Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) which aims to improve academic outcomes for all Aboriginal and Torres Strait Islander students by providing supplementary tuition. Under this scheme, Indigenous students receive individual academic tutoring from a qualified tutor. ITAS is managed by the ITAS Coordinator in conjunction with the staff of the Aboriginal and Torres Strait Islander Studies Unit and the faculties of The University of Queensland.

ITAS is intended to supplement normal teaching efforts and cannot be used to substitute or replace them. ITAS is intended to accelerate educational outcomes for Indigenous Australians beyond those which could reasonably be expected from the provider’s core resources alone.

Where required, the ITAS program also allows Indigenous Australian students to access tutorial assistance as a means to improve their study skills, essay writing skills, research skills or communication skills.

Funding

Aboriginal and Torres Strait Islander Studies Unit receives Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) funding towards the costs associated with ITAS and employing tutors to provide one-to-one or small group tuition in subject-specific areas. There is no cost to students to participate in this program.

All Indigenous Australian students undertaking studies at The University of Queensland are entitled and encouraged to access the ITAS program.

ITAS enables Indigenous Australian students to access up to a maximum of 2 hours per week per course of tutorial assistance during the teaching period and up to a maximum of 5 hours in total of revision tuition over all the courses the student receives tutorial assistance during the examination period (e.g., if the student has 4 courses, then the 5 hours will be divided amongst the four courses – NOT five hours per course being tutored).

Who can be an ITAS tutor?

A tutor must fulfil the following criteria in order to be eligible to be an ITAS tutor:

- Have a minimum grade point average (GPA) of 5.5,
- Be qualified to tutor the subject,
- Possess sound interpersonal communication skills,
- Be willing to learn and follow effective one-to-one and/or small group tutorial methods,
- Be registered as a tutor with the Aboriginal and Torres Strait Islander Studies Unit,
- Not be a member of the allocated student’s immediate or de facto family,
- Not be the allocated student’s regular course teacher or tutor,
- Have an understanding of, and sensitivity to, Indigenous Australian educational issues.

Aboriginal and Torres Strait Islander Studies Unit will provide Cultural Awareness workshops to enhance a tutor’s understanding of Indigenous Australian education issues such as:
The reasons for lower participation and outcome rates for Indigenous students compared to non-Indigenous students,
Different learning and teaching styles prevalent in the Indigenous communities,
The different languages or dialects of English used in the home of Indigenous students.

It is mandatory for tutors to have attended a Cultural Awareness workshop and payment is made for attending. Certificates of Attendance will be awarded to attendees. The ITAS Coordinator will inform tutors of where and when the Cultural Awareness workshops will be held.

Appointment as an ITAS Tutor

The ITAS Coordinator will arrange to meet all potential tutors. This helps the ITAS Coordinator in allocating tutors and to ensure that the ITAS tutor is able to appropriately support their assigned student.

Potential tutors must provide the following documentation:
- A current copy of the tutor’s academic transcript or award certificate,
- A current copy of the tutor’s CV,
- A certified copy of the tutor’s birth certificate or passport details page (and visa, if applicable)
- A copy of a current Blue Card, if one is held.

ITAS tutors are appointed on a semester basis only. New tutors who are not currently employed by UQ must also complete a Casual Appointment Form Part A, an Australian Tax Office (ATO) Tax File Number Declaration and a Method of Salary Payment form. Tutors whose banking information has changed can update their details through their individual myAurion accounts.

Tutors who are already employed by UQ in other organisational units need to complete a Casual Appointment Form Part A as well as provide the additional documentation listed above.

The ITAS Coordinator will advise all successful applicants of what HR paperwork is required to be completed following their interview.

All completed forms and required documentation must be returned to:

ITAS Coordinator
The Aboriginal and Torres Strait Islander Studies Unit
Level 6, Gordon Greenwood Building (Bldg #32)
The University of Queensland
Tel: 07 3365 6793
Email: r.faruque@uq.edu.au

Rates of Pay

ITAS tutors are paid according to their academic qualifications and whether the tuition is provided on a one-to-one (‘Single’) basis or group basis.

The current rates are

<table>
<thead>
<tr>
<th>ITAS Tutor Qualification</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>$69.14/hour</td>
</tr>
<tr>
<td>Undergraduate Single</td>
<td>$46.17/hour</td>
</tr>
</tbody>
</table>

Please contact the ITAS Coordinator for Group and Medical Tutor rates.

** These rates are correct at the time of printing and are subject to change without notice. **
Role, Requirements and Responsibility of Tutor

The role of the ITAS tutor is extremely important and highly valued by the Aboriginal and Torres Strait Islander Studies Unit. The primary role of an ITAS tutor is commitment to the encouragement of independent learning. A tutor must have an understanding of their student’s requirements and an awareness of the resources available to address these needs. The ideal tutor should have the knowledge, skills and communication abilities as listed below:

Knowledge
To assist the student to:

- Develop or deepen the theoretical understanding according to course requirements
- Understand key discipline related concepts

Skills
To assist the student to:

- Develop critical thinking
- Understand their own learning styles and strengths
- Cultivate research skills
- Hone information seeking and retrieval abilities
- Negotiate and evaluate key course reading
- Improve organisational and time management skills
- Develop planning, drafting and editing skills
- Negotiate and evaluate key course reading
- Hone information seeking and retrieval abilities
- Negotiate and evaluate key course reading
- Improve organisational and time management skills
- Develop planning, drafting and editing skills
- Promote flexible learning alternatives based on the student’s needs
- Develop 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
- To communicate with faculty staff and utilise the services available within The University of Queensland

Other Responsibilities/Expectations

A tutor must:

- Negotiate with the student an appropriate tutorial timetable and a mutually convenient location for the tuition lesson – preferably on campus
- Assist the student with a Work Program scheduled to pace their progress towards achieving the course objective
- Maintain student confidentiality
- Be punctual to all scheduled tutorial sessions and inform the student with sufficient (at least 24 hours’ prior) notice if a session needs to be rescheduled
- Keep in close contact with the ITAS Coordinator
- Ensure that the content of assignments and assessment remains the student’s work
- Encourage students to discuss any issues with their course(s) with the course lecturer, course coordinator or the Aboriginal and Torres Strait Islander Studies Unit’s Learning Advisor
• Prepare for the tutorials and identify objectives for the next tutoring session

The aim of tutoring is to assist the student(s) with the work assigned to the course by providing assistance with the explanations of terms and concepts. Tutors also need to encourage a learning environment that empowers the student(s) thereby facilitating an independent learning and study environment for the student(s).

**Academic Integrity**

It is not the tutor’s responsibility to do the work of the student(s). **At no stage are tutors to do the work for the students** – this includes:

- Drafting essays or assignments
- Typing up draft essays or assignments
- Conducting electronic searches for research
- Any other activity that could be thought of as part of the obligations of an autonomous student

The University has defined plagiarism as:

"...the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another either intentionally or unintentionally. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media."

Any issues of academic integrity or misconduct will be handled in accordance with the University's policies and procedures [http://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct](http://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct). The University of Queensland’s policies and procedures can be found at the UQ’s Policies and Procedures Library [http://ppl.app.uq.edu.au/](http://ppl.app.uq.edu.au/)

**Confidentiality of Tutor/Student Information**

Tutor and student information are held in separate confidential files. In accordance with UQ policies, tutors must treat all student information as confidential.

It is a requirement of the ITAS Funding Contract Guidelines that the following tutor and student information is included in the annual program report that is submitted to Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE):

- Name and gender of student
- Name of tutor
- Cultural Awareness workshop attendance
- Type of tuition (Individual or Group)
- Course(s) tutored and year level
- Total hours of tutored (per course)
- Period of tuition (per course)
- Tutor rate of hourly pay
- Total salary
Allocation of tutors to students

The ITAS Coordinator, in consultation with a member of staff of the Aboriginal and Torres Strait Islander Studies Unit and/or faculty staff member will allocate tutors to students. **Under no circumstances, should tutors and students make arrangements for tuition sessions to take place, or commence with tutorial sessions, which have not been approved by the ITAS Coordinator.** Group tuition cannot take place without the ITAS Coordinator’s approval and completion of additional paperwork.

Once the ITAS Coordinator’s approval has been given, tutors should contact the student(s) to arrange a suitable time and mutually convenient place to meet for the first tutorial session. Please note that tutorial session times may vary in the first few weeks as the students are finalising their lecture and associated tutorial times for their courses.

Please note the following requirements when arranging ITAS tutorial sessions:

- ITAS tutorial sessions should not be conducted at the tutor’s or student’s home. ALL sessions must be conducted on campus or at a mutually agreed upon suitable location by both tutor and student
- ITAS tuition cannot take place during the hours of a student’s scheduled lecture, tutorial, laboratory session or clinical placement
- ITAS tuition must not exceed the maximum limit of 2 hours per course per week unless otherwise approved by the ITAS Coordinator
- ITAS tuition should not continue after the last teaching day of the semester, as detailed on UQ’s Academic Calendar. Tuition after this date must be approved by the ITAS Coordinator where there is evidence of exceptional circumstances
- If a tutor is meeting with a student or group of students for large blocks of time, he/she must remember to schedule a break. A tutor should allow a minimum of 15 minutes between students so that there is time to prepare for the individual needs of the next student.
- A tutor must inform the ITAS Coordinator as soon as possible if the student does not give reasonable notice (at least 24 hours’ prior notice) of non-attendance of a tutorial session. **If the student misses 3 tutorial sessions during the contracted period, the ITAS tuition will be cancelled.** If the student wishes to continue tuition with the tutor, he/she must reapply for ITAS
- The ITAS program will not pay for more than three ‘no shows’ over a contract period

Getting Tutoring Started

While each student will have different academic needs, there are some things that remain constant:

**Clarifying Expectations**

The tutor should ask the student to bring the following documents/items to the first tutorial session:

- Timetable (of all courses, lectures, tutorials)
- Course outline (from the course profile) – ensure that you both have a copy
- Diary and Study Plan (or a list of when all assessments are due)
- Textbook/Reading list
- Lecture notes
Tutors and their student need to establish how they can work together effectively at the first tutorial session. The tutor needs to establish the following with the student:

- **When and where the tutorials will take place** Tutors need to set a regular time and mutually convenient place to meet. Tutors have found that consistent weekly meetings with the student(s) ensure the best result. Students who do not have regular set times or do not remain in contact with their tutors are more likely to fall behind and become distressed as the semester progresses.

- **Methods of communication** Tutors need to discuss the method of communication – whether by phone or email which would suit both tutor and student. This is important, should either a tutor or student(s) be unable to attend a tutorial session – and to avoid ‘no shows’. The tutor and student should exchange both mobile phone numbers and email addresses to ensure communication channels are open.

- **The goals the student hopes to achieve** A student should have realistic and clear expectations from the start which will ensure that both the student and the tutor are working to achieve the best outcome. For example, a tutor would need to explain the difference between the work required to achieve a grade 4 or a grade 7.

- **Preparation prior to each tutorial** A tutor should advise the student what preparations are needed for each tutorial session, for example what readings or prep work must be done before the tutorial session commences.

- **Planning the semester** The tutor can help the student organise their time. For example, one course workload averages ten hours per week comprising of research, reading and assessment items. The two hours of ITAS tutoring makes up only a part of the workload. The tutor and student should plan around peak workloads once both are aware of the deadlines around assessment items for the course(s).

- **Some questions tutors can ask:**
  - What prior knowledge does the student have about the course content?
  - Does the student have a copy of the textbook list/required readings?
  - Is the student keeping up with the readings?
  - Is the student attending the lectures and tutorials? Tutors would need to explain the importance of attendance to fully understand the course.
  - Does the student have a realistic expectation of balancing home-life/work-life/study?

**Tutoring Tips**

While the majority of tutors will start to work with the students early in the semester, some will be engaged later in the semester. There are also situations that arise during semester that can cause students to become distracted or fall behind in their studies. There are cultural differences, particularly, in relation to family roles, travel and community expectations. A student may need to travel home at short notice and when he/she returns, adjusting back into academic life may be difficult.

The best results come from a tutor who is patient and realistic and can help get the student back on track. This can be done through a variety of ways such as breaking down the assessment work into achievable tasks.

Stay in close contact with the ITAS Coordinator, Learning Advisor and the Student Relations team of the Aboriginal and Torres Strait Islander Studies Unit.
Tutor Workshop

Tutors have to attend the tutor training workshops run by their Faculty and School for discipline-specific tutor training. Tutors can get additional tutor skills assistance and support from the Aboriginal and Torres Strait Islander Studies Unit’s Learning Advisor.

An additional resource for tutors at UQ can be found in the following website: www.uq.edu.au/tutors/

Please note: Our DIIRSTE funding does not cover payments to tutors for attendance of the Tutor Training workshop.

The Aboriginal and Torres Strait Islander Studies Unit does have a limited number of study spaces available. Please contact the ITAS Coordinator to book.

There are also a number of study spaces all around UQ to meet for tutorial sessions.

Reporting Requirements

The tutors are required to submit the following forms/reports to the ITAS Coordinator:

Tutor Work Program

Tutors must prepare a work program, based on the educational needs to the student. The work program must be developed in consultation with the student and endorsed by the student. It is recommended that tutors and students allocate some time during their first and/or second tutorial session to develop the work program for the course.

The work program must be submitted to the ITAS Coordinator within two weeks of commencement of tuition. Tutors may be requested to amend a work program that does not address the educational needs of the individual student. Work program forms are available from the ITAS Coordinator. Tutors who have not submitted completed Work Programs will not have any pay claims approved for payment.

Please note that in accordance with ITAS Funding Contract Guidelines, timesheets will not be processed for payment if individual work programs have not been submitted.

Confidential Student Progress Reports

All tutors must complete a confidential Student Progress Report for each student being tutored at the end of the tuition period. The purpose of the Student Progress Report is to indicate whether or not the expected tuition outcome has been realised and the desired performance objectives have been met. This report is confidential and will not be seen by the student.

In addition, each student receiving tuition will be asked to complete a confidential Student Feedback form which will provide feedback from the student regarding the value of the tuition and their allocated tutor(s). As this form is confidential, tutors are not to assist or guide students on how to complete the form. If the student has any queries, please direct them to speak to the ITAS Coordinator.

Examination Preparation

In addition to the weekly tutorial sessions, students are eligible to receive 5 hours in total of examination preparation. These hours are to be distributed over the (up to four) courses according
to the student's needs. It is 5 hours in total of exam preparation of all courses being tutored NOT 5
hours per course being tutored.

**Please note:** Examination preparation hours must be recorded on the Tutor Claim Form and clearly
marked as examination preparation.

**Tutor Claim Forms – Timesheets**

Tutor claim forms must be completed at the end of each tutorial session. All sections of the claim
form must be completed and signed by the tutor AND the student.

There is a special tutor claim form for those doing group tuition – and the form must be signed by
the students of the group tutorial session and the tutor.

The tutor and student(s) must initial any corrections or amendments. Incomplete claim forms will
result in delays in approval of timesheets.

If more than one course is covered in a block tutorial session, the claim form must show how the
time was allocated between courses. Please remember the limit is 2 hours per course per week.
Timesheets will not be approved where the claim forms indicate that the maximum weekly hours for
any course have been exceeded, without prior approval.

Tutor claim forms (both for one-to-one sessions and group sessions) are available from the ITAS
Coordinator.

When completing timesheets, a tutor must:

- **Also** submit an electronic version of their timesheet to the timekeeper mailbox - TK
  Mailbox: TK ADMIN ATSISU (TKY ADMIN05). Electronic copies submitted without the
  hard copy timesheet counterpart will not be approved until the completed hard copy
  form is received.
- Provide both the completed hard copy and electronic copy of the timesheets every
  fortnight. Backdated multiple claims for the same fortnight will not be accepted.
- Hand in all timesheets by the end of the exam period. NO payment will be approved for
timesheets submitted thereafter.
- Ensure that the hard copy of the tutor claim form has been countersigned by the
  student(s) attending the tutorial session at the conclusion of each session.
- Confirm that the hard copy timesheets are completed correctly and fully before
  submitting to the ITAS Coordinator. Incomplete timesheets will be returned to the tutor
  for correction and payment will be delayed.
- Hand in the corrected hard copy timesheets before submitted before submitting a new
timesheet. New timesheets will not be processed until the corrected timesheets have
  been provided.
- Ensure that students do not sign blank timesheets.

**Please note:** It is the tutor’s responsibility to keep a copy of all timesheets submitted to the ITAS
Coordinator for his/her own records.

**Also note:** Timesheets will NOT be processed if

- Tutor Work Program(s) and Student Progress Report(s) have not been submitted
- Hard copy timesheets submitted without being countersigned by the tutored student(s)
‘No Shows’

Tutors may claim for one hour ‘no show’ payment if a student does not provide sufficient notice of non-attendance and fails to attend the tutorial session. If this happens, please inform the ITAS Coordinator as soon as possible.

If a student fails to attend three tutorial sessions over the contract period, the student is no longer eligible for tutoring and tuition will be terminated. The ITAS Coordinator will inform both student and tutor of such an outcome.

The student will have to contact the ITAS Coordinator and reapply to restart tutorial assistance.

The ITAS program will not pay for more than three ‘no shows’ over a contract period

Timing, Length and Preparation time of Tuition

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

Tutors must not exceed the number of tuition hours per week stated on the contract without prior approval from the ITAS Coordinator.

Preparation time for Tuition

The contract hours do not include any preparation time. The tutor is expected to be familiar with the course outline and assessment item(s) relating to the course. A tutor should familiarise themselves with the Course Profile prior to the first tutorial session and be knowledgeable of the course content.

Miscellaneous Information

Photocopying/Printing

Tutor Work Programs, timesheets and other forms can be photocopied by Reception or the ITAS Coordinator upon request. Other documents (e.g., Course Profiles) can also be printed on request.

Text Books

Should an ITAS tutor require a text book or course reading material to prepare for a tutoring session, it can be borrowed from the University libraries. Tutors are encouraged to contact the Course Coordinators or Lecturers to request to borrow a spare textbook (and return by the end of the semester). Aboriginal and Torres Strait Islander Studies Unit is not liable and will not reimburse tutors for any costs incurred in the purchasing of textbooks or course materials to assist the delivery of tuition.

University Resources

There are a number of University of Queensland resources that tutors can advise students to take advantage of. Some students are not aware that these facilities exist. For more information, please see the University’s websites: [http://www.uq.edu.au](http://www.uq.edu.au) and [https://student.my.uq.edu.au](https://student.my.uq.edu.au).

Aboriginal and Torres Strait Islander Studies Unit’s Learning Advisor who offers academic skills assistance in a wide range of areas including essay writing, research skills, examination preparation, reading and note taking, using the library effective.
Student Centre provides assistance to students on all student administration and general enquiries relating to University life. Please see: [http://www.uq.edu.au/student-centre/](http://www.uq.edu.au/student-centre/)

- **Ipswich Campus**  
  Building No 8  
  Phone: 07 3381 1011
- **St Lucia Campus**  
  Level 1, JD Story Building (Bldg #61)  
  Phone: 07 3365 2600
- **Gatton Campus**  
  Level 1, NW Briton Administration Centre Annexe (#8101)  
  Phone: 07 5460 1276
- **Herston Campus**  
  Room 156, Mayne Medical School Building (#881)  
  Access via phone: 07 3381 1011

Student Services is there to help students settle down into university life. Please see: [http://www.uq.edu.au/student-services/](http://www.uq.edu.au/student-services/). They offer advice on accommodation, faith, counselling, settling in, socialising and learning. Their workshops include, but are not limited to:

- Assignment writing
- Reading, researching and note-taking
- Exam preparation
- Time and study management
- Presentation skills
- Tertiary preparation courses

Disability Services – Information of disability services and facilities can be found on the following web-site: [http://www.uq.edu.au/student-services/accessibility](http://www.uq.edu.au/student-services/accessibility)

**Frequently Asked Questions (FAQs)**

**Do I need to be of Aboriginal and/or Torres Strait Islander descent to tutor?**

No. While Aboriginal and Torres Strait Islander persons encouraged to apply, anyone who meets the requirements as noted on pages 3 and 4 of this booklet are welcome to express their interest in being a tutor with the ITAS program.

**I am registered as an ITAS tutor elsewhere. Is this transferable?**

No. The ITAS program is implemented according to the administrative policies and practices of the individual contracted institution. As a result, methods of ITAS tutor registration, contract and pay arrangements vary from institution to institution.

**How much work is available?**

This is dependent on a number of factors:

- The number of students who have registered with the ITAS program
- The number of students who are enrolled in the discipline / subject area(s)
- The number of tutors available in the discipline / subject area(s) in which students have requested assistance
- The amount of ITAS assistance requested by the student and approved by the ITAS Coordinator.
NB. DIISRTE Guidelines stipulate a maximum of two hours per course per student per week.

What happens in class-free times (e.g., mid and 2nd Semester breaks/SWOTVAC)

With the prior approval of the ITAS Coordinator, a tutor and their assigned student(s) can undertake tuition sessions during these periods. Some students may elect to continue having tuition sessions during this period, whilst others will not. Should a student elect not to have sessions during these periods, hours will be lost and cannot be ‘carried forward’ or ‘saved up’ for when the student returns.

My student did not show up for a scheduled tutorial session. What should I do?

Please make a reasonable attempt to contact the student by the agreed method and inform the ITAS Coordinator. Students must give their tutor(s) 24 hours’ prior notice if a session is to be cancelled or changed, otherwise the tutor will be entitled to a one-hour “no show” payment and the hour will be deducted from the student’s allocation of hours. Should more than 24 hours’ prior notice be given, the tutor will not be eligible for the “no show” payment. The original tutorial session should be rescheduled to another mutually convenient time.

Can hours be carried forward or saved for future sessions?

No. Hours which are not used each week will be forfeited.

My contract has expired but my student has requested more tutorial sessions. What can I do?

Any tutor who conducts tutorial sessions outside of their contractual arrangements, will not be paid for the hours done. Approval from the ITAS Coordinator must be sought before further sessions occur.

My student has requested additional tuition hours. What can I do?

All requests for additional hours must be directed to the ITAS Coordinator, generally by the student, for consideration. Once a decision has been made, both the tutor and student will be advised accordingly.

What if I do not get on with the student?

Aboriginal and Torres Strait Islander Studies Unit makes considerable effort to ensure that the tutor / student arrangements work well for both parties. Should a tutor feel that the arrangement is not working, please inform the ITAS Coordinator straight away. We will then work together to resolve the situation.