



THE UNIVERSITY OF  
SYDNEY

# Indigenous Tutorial Assistance Scheme (ITAS)

Student Guide 2021



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# The Gadigal Centre Team

The Gadigal Centre team provides a range of services and programs for Aboriginal and/or Torres Strait Islander students, including academic, social and cultural support.

## Background

The Gadigal Centre team, launched in March 2021, is a result of a change program that replaces what was formerly the Mana Yura and Yooroang Garang student support services teams. The Gadigal Centre, situated on Gadi country, has expanded staffing and facilities capacity. The new Team provides all Aboriginal and Torres Strait Islander students with pastoral care, social and cultural opportunities and referrals to other support services within by the University. The Gadigal Centre is located at the Camperdown Campus in the John Woolley Building (A20), and has additional study space within the Susan Wakil Building specifically for Faculty of Medicine and Health students.

# Indigenous Tutorial Assistance Scheme (ITAS)

ITAS is a core pillar of the indigenous student support teams' services for students, focusing on academic support. The goal of ITAS is to assist Aboriginal and/or Torres Strait Islander students to achieve academic success.

This is achieved through the recruitment of qualified tutors who work with students to identify and address individual academic needs. This program gives students access to academic tuition for a maximum of 28 hours per semester per subject, plus an additional 5 hours per semester per subject for exam preparation.

ITAS tutoring is free of charge for eligible students. ITAS tutors are engaged and paid on a casual academic rate.

## Eligibility

To be eligible to apply for ITAS tutoring you must:

- Identify as Aboriginal and/or Torres Strait Islander, as provided in the University's [Confirmation of Aboriginal and Torres Strait Islander Identity Policy 2015](#). If you have not already provided the relevant information, please attach it to your ITAS application.
- Be enrolled in undergraduate or postgraduate course work.

## Role and responsibilities

Your tutor will assist you with academic support, and unit content and studying advice. You will:

- Contact your assigned tutor as soon as their details appear on the ITAS Portal to book your first tutoring session or advise your availability
- Work with your tutor to develop your understanding of the academic content and assessment procedures in the subject/s they are assigned to you
- Make sure you attend all classes, complete and hand-in assignments and fulfill all other requirements to pass your course/s
- Be respectful and polite to tutors and behave in line with the Student Code of Conduct
- Manage your available hours for each subject – only confirm/verify sessions if the information is correct
- Check your tutor's availability to book tutoring sessions on the [ITAS Portal](#) in advance of sessions occurring
- Promptly confirm and/or rate all tutoring sessions on the ITAS Portal so that tutor's payments are not delayed. The Verification Form is no longer required

- Maintain regular contact with your tutor so that they can assist you and the Gadigal Centre Learning Officer more effectively
- Give 24 hours' notice to the tutor, by email or text, if a session needs to be cancelled or changed. Contact the Gadigal Centre Learning Officer to change the booking. The tutor can claim/deduct one hour of the booked session from your allocated hours, if your notice is less than 24 hours.

The ITAS tutor role does not involve:

- Research on your behalf
- Taking or supplying course notes
- Writing or editing your assignments or work
- Liaising with your teachers, lecturers or supervisors on your behalf
- Any other academic support outside of the subject they are engaged to tutor you in, such as enrolment advice or managing your participation in university courses
- Assisting you with anything that might constitute academic dishonesty
- Providing you with personal, financial, or counselling support

If you fail to fulfill any of these responsibilities, you may be disqualified from access ITAS.

## Continued registration

**Students must apply for ITAS every semester.** Look for notices in the Gadigal Centre Newsletter, in student emails or on the ITAS Portal.

It is possible to request a preferred by noting their name and email address on your application, however it cannot be guaranteed.

Tutoring sessions must not start without official notification from the Gadigal Centre Learning Officer via the ITAS Portal. Any tutoring sessions held outside the Official ITAS process will be at personal cost to the student.

## How to apply

### Preparing your ITAS Tutor application

Information you will need to create your application:

- Your University unikey and password
- What you want to achieve through ITAS (also write any info/comments in this section)
- Preferred tutor/s name and email address
- If no individual tutor is available, consider if you would participate in group tutoring sessions
- Units of Study codes must be entered and ranked 1-4 in order of need

**All students must apply to participate in the ITAS each semester (previous applications on ITAS Portal can be updated and submitted).**

### Relevant Appendices

- Work Program form  
*\*\*This form must be completed for every UOS subject your tutor is assigned to and returned to the Gadigal Centre Learning Officer within 7 days of the first tutoring session*

### Apply on the ITAS Portal

Applications are submitted on the new [ITAS Portal here](https://itas.techlab.works/login/?next=/) - or copy and paste this link to a browser: <https://itas.techlab.works/login/?next=/>

### Log in with your University of Sydney unikey

- Do not use a personal email account. To avoid conflicting data on the system, select the orange bar 'Login with Unikey'
- Complete the application with all boxes filled
- If you have any comments/information for the Gadigal Centre Learning Officer, it should be noted in the 'What do you want to achieve through ITAS?' section
- Finalise your application by selecting **SUBMIT**

*When you return to the Portal, use the 'Login with Unikey' bar to access your profile.*

*Instructions on how to divert University emails to your personal email is displayed on the front page of the ITAS Portal.*

If you are using a public computer, it is good practice to log-out of the Portal [click your name at top right-hand corner of Portal]; then close the browser.

**An ITAS application does not guarantee you are assigned to a tutor, which is dependent upon tutor availability.**

## After you apply

The Indigenous support teams seek to match students with tutors who are qualified and/or have relevant industry experience. You will receive an email notification if a match with a tutor has been successful. You will see the match in the ITAS Portal with their email address and mobile number. Get in touch with the tutor as soon as you are notified so you can get the first session booked.

You are able to maintain contact offline including via email or text, however you must book in advance, confirm and rate **all sessions via the ITAS Portal**. The Verification Forms are no longer required.

We understand that in some instances a tutor match may not be compatible, so if this is the case and you wish to change tutors please email the Gadigal Centre Learning Officer. There can be no guarantee of a replacement tutor.

Contact the Gadigal Centre Learning Officer if you wish to withdraw from ITAS or have left the University of Sydney.

## Tutor contact

### Getting in touch

Tutor details are displayed in the *Matches* tab on the Portal. They should have updated their availability in the *Availability* tab so you can book tutoring sessions with them. Contact your assigned tutor within 24 hours to confirm meeting details.

**Currently, only Students can book tutoring sessions** (enabling Tutors to book tutoring sessions is under consideration). Booked sessions cannot be deleted or amended – all booked sessions must be confirmed and/or rated and commented upon [e.g. if you gave less than 24 hours' notice to cancel or reschedule a booked session].

*You can diarise the tutoring session by selecting the *Approved* link (under heading 'Accepted?') to open the appointment. Enter the agreed contact platform [phone, ZOOM or other online], select 'Invite Attendees' to sync session with student/s to your diaries. Press Send.*

If you haven't heard from your tutor within 72 hours, please request the Gadigal Centre Learning Officer to follow-up with the tutor directly.

**Only students can currently book tutoring sessions in advance. Contact the Gadigal Centre Learning Officer if past sessions or amendments are required.**

Recommended discussion points for your first tutoring session:

- When, where and how often tutoring sessions will take place
- How you wish to communicate including expected response times and cancelling sessions.
- Expectations for the semester – each subject has a maximum number of hours so each subject must be booked separately. **Planning your sessions is very important.** Contact the Gadigal Centre Learning Officer for assistance to amend any booked session.
- You should be prepared before each session e.g. prepare and send an outline of what you want to cover in the session to the Tutor. Please remember tutors are not entitled to preparation time so it is very important to be well-prepared and communicate expectations.
- Map out mutual availability during the semester, keeping in mind allocated hours and your assessment and exam deadlines
- After each session it is important to reflect on the work you have done and to summarise any important notes for the session. This also helps with providing feedback.

- Agreed tutoring structure and expectations should be noted on the Work Program form. Once completed and signed by both student and tutor, it should be sent to the Gadigal Centre Learning Officer within 7 days of the first tutoring session.

**The booking of tutoring sessions is student-driven so there is no guarantee of minimum hours to tutors. Maintain regular communications with your tutor and manage allocated hours well.**

## Where to tutor

Tutoring sessions has been facilitated online (Zoom is the University's preferred videoconferencing technology. You can get Zoom onto your computer, tablet or smartphone - and it's available to use in Outlook). Check [here](#) for details.

If face-to-face tutoring in public spaces is safe and mutually agreeable, the guidelines directed by NSW Health and The University of Sydney's COVID-19 updates must be observed.

The Gadigal Centre has access to four tutoring rooms:

- Rooms N254 and N255 in the west side of the John Woolley Building (A20). Please note that these rooms are on the ground floor and accessible by turning right as you enter the foyer that leads towards to The Gadigal Centre courtyard. Both these room are suitable for one-on-one and small group tutoring sessions.
- Rooms 111A and 111B are accessible to students and tutors in the Susan Wakil Health Building (D18). Please note that these room are inside Yooroang Garang space (Room 111). Both rooms are suitable for one-on-one and small group study and have equipment appropriate for students in the Faculty of Medicine and Health.

Due to COVID-19, some of these may be closed or restricted. If unsure, contact the Gadigal Centre Learning Officer for availability.

## Tutoring hours

Each semester ITAS offers student access to academic tuition of a maximum of 28 hours per (this is often two hours per week per subject), plus up to five additional hours per subject for exam preparation.

**Each UOS/subject must be booked as its own session.** Session planning is very important, particularly if you have the same tutor for 2 or more subjects:

e.g. 60 minutes was spent on two subjects in one session, so each subject needs its own session with same date for all (30mins on LAWS2021 at 0800-0830am plus 30mins on LAWS2015 at 0830-0900am).



Hours are automatically reduced, and balances displayed on the Portal soon after a session is 'Confirmed'; so be aware that the details are correct when confirming sessions.

### Cancellations and 'no-shows'

At least 24 hours' notice should be given by email or text to change or cancel a tutoring session.

If you fail to comply with this requirement, tutors are entitled to a 1 hour "NO SHOW" payment and the hour will be deducted from your allocation of hours.

You cannot delete or amend a booked session so if any session is not displayed in the Session tab, contact the Gadigal Centre Learning Officer for assistance.




**Please inform the Gadigal Centre Learning Officer if:**

- a) **A tutor misses two or more sessions during semester without 24 hours' notice**
- b) **You cannot get in touch with a tutor after 72 hours**
- c) **You are not satisfied with your tutor's academic support**
- d) **Your tutor discontinues ITAS tutoring with you**

## Hours and tutor payments

For payment of tutoring hours, **the Verification Form is no longer required** but you must still complete VITAL SIGN-OFF steps:

### On the ITAS Portal:

OPTIONS	YOUR ACTIONS	ICONS
<b>If booked session occurred:</b>	1) Complete the session by selecting the 'Confirmed' link in the Status list; and  2) Rate and comment on the completed session by selecting the 'Rate the session' link in the Rate list  <i>Session hours are deducted from your allocated total.</i>	 Confirm   Rate session
<b>If you cancelled a booked session with</b>	1) If it was ONLY a one-hour session, complete the session by selecting the 'Confirmed' link in the Status list, OR	 Confirm

OPTIONS	YOUR ACTIONS	ICONS
<b>LESS THAN 24 hours' notice:</b>	<p>2) If it was NOT a one-hour session, contact the Gadigal Centre Learning Officer to amend the cancelled session to one hour, THEN 'Confirm' it; AND</p> <p>3) Rate the completed session by selecting the 'Rate the session' link in the Rate list – enter NO SHOW and reason in the comment section e.g. sickness etc. Select YES to 'Did the tutor attend?'</p> <p><i>One hour is deducted from your allocated total.</i></p>	★ Rate session
<b>If the tutor cancelled a booked session with LESS THAN 24 hours' notice:</b>	<p>1) Rate the completed session by selecting the 'Rate the session' link in the Rate list. Comment 'Tutor cancelled less than 24 hours' notice'. Select NO for 'Did the tutor attend?'</p> <p><i>Hours are not deducted from your allocated total.</i></p>	★ Rate session
<b>If you or the tutor cancelled a booked session with MORE THAN 24 hours' notice:</b>	<p>1) Rate and comment on the completed session by selecting the 'Rate the session' link in the Rate list. Comment 'Tutor/student cancelled more than 24 hours' notice'. Select NO for 'Did the student attend?'</p> <p><i>Hours are not deducted from your allocated total.</i></p>	★ Rate session

## 1. Deadlines for confirming session hours

**You are responsible for confirming and/or rating and commenting on every session on the ITAS Portal so tutors can get their timesheets approved and paid.** This is a very important part of ITAS. If you consistently delay tutor payments by not performing these actions, you may be liable for the tutoring sessions at own personal cost and/or expelled from the ITAS. Please complete these actions immediately to avoid delays.

Tutors need to submit timesheets each fortnight, to be processed in time for the University's fortnightly pay-run, so you must perform your actions on the ITAS Portal no later than 3PM on Thursdays. This gives time for Gadigal Centre staff time to process these timesheets and send them to Finance.

The most recent timesheet cut-off date was 27 May 2021 (due every 2 weeks):

3PM CUT-OFF FOR YOUR BOOKED SESSIONS	
Thursday	13 May
Thursday	27 May
Thursday	10 June
Thursday	24 June
Thursday	8 July
Thursday	22 July
Thursday	5 August
Thursday	19 August
Thursday	2 September
Thursday	16 September
Thursday	30 September

**Final ITAS timesheets for 2021 must be submitted before the University's financial year-end activities of 5PM on 9 December 2021<sup>1</sup>.**

## Conflicts of interest

You have a responsibility to declare any conflict of interest or potential conflict of interest between yourself and the tutor. Tutors **must not be**:

- immediately related to you (e.g. by marriage or de facto relationship, siblings, first cousins); or
- your regular course lecturer/tutor; or
- your classmate; or
- your employer or supervisor at work.

**Your relationship must be kept professional.** Any conflict of interest or potential conflict of interest (including friendships) must be reported immediately to the Gadigal Centre Learning Officer.

## Support

Everything you need to know about ITAS is in this Guide, in the ITAS Portal Guide or on the ITAS webpage. Contact the Gadigal Centre Learning Officer if you have any questions or concerns about ITAS.

For pastoral care and questions about other University services, please contact the Gadigal Centre Advancement Officers directly on [support.gadigal@sydney.edu.au](mailto:support.gadigal@sydney.edu.au)

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<sup>1</sup> Subject to any changes in Finance's year-end schedule

## Resources

In addition to your ITAS tutor, there is a wide range of academic support available at the University of Sydney including:

- Your lecturers and tutors are there to help you! Ask questions in your classes and see them during their consultation periods if you need further information or clarification about your course
- The University has 11 library locations that also include facilities and study spaces, as well as a vast range of online resources that can be accessed using your Unikey via **[www.library.usyd.edu.au](http://www.library.usyd.edu.au)**
- The Learning Centre runs workshops to help you develop your skills in academic writing, responding to exam questions and using feedback from your assessments. You can also make one-on-one appointments with their staff to discuss any specific issues you may have via **[http://sydney.edu.au/stuserv/learning\\_centre/](http://sydney.edu.au/stuserv/learning_centre/)**
- The Mathematics Learning Centre offers drop-in services for mathematics and runs supplementary tutorials throughout each semester, in addition to their pre-semester mathematics bridging course
- Each Faculty has an Academic Adviser who supports the Gadigal Centre team and can assist you with administrative issues and refer you to staff in the faculty who may be able to assist you if you have concerns regarding specific content. Contact the Gadigal Centre Advancement Team at **[support.gadigal@sydney.edu.au](mailto:support.gadigal@sydney.edu.au)** for the best contact.

# Contact

**The Gadigal Centre under the auspices of The Office of the Deputy Vice-Chancellor  
(Indigenous Strategy and Services)**

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The Gadigal Centre Learning Officer: Jay Edwards

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