

## CODE OF PRACTICE

### Receiving Tutoring

#### The Purpose of Tutoring

The purpose of tutoring is to assist first and second year students who, due to the nature of their impairment, may experience difficulty keeping up with their course or processing information. It is designed to assist students while they develop their own learning strategies for managing their impairment related needs with their study commitments. Tutoring may be available to senior students if, due to an exceptional circumstance, they also experience difficulty keeping up with their course or processing information.

Disability Information and Support (DI&S) offers both Subject and Generic tutoring. Students who are having difficulty with course content may be eligible to access Subject tutoring, whereas students who have difficulty with the process involved in learning, such as essay writing, may be eligible to access Generic tutoring.

Students are provided with a maximum allocation of hours for tutoring which are to be used within a specified period. However, only 2 hours of tutoring a week per subject is permitted unless otherwise arranged with DI&S.

#### A Student's Responsibilities when Receiving Tutoring

- To arrange to meet regularly with their tutor. Tutoring is to take place on campus and it is expected that students will book a room in the library, unless another agreeable campus location is arranged.
- To meet with the tutor at the pre-arranged times or if unable to attend the scheduled session, to inform them by agreed means of contact at least 24 hours before the pre-arranged time. If the tutor is unable to be contacted, please contact a Student Advisor at Disability Information and Support. Failure to provide the required notice will result in the time being deducted from the student's allocation. If this occurs on two occasions tutoring may be withdrawn unless a medical certificate is provided to DI&S.
- To use no more than 2 hours of tutoring a week per subject unless otherwise arranged with DI&S.
- To attend where possible, all departmental lectures and tutorials, whether compulsory or not. The purpose of the DI&S tutorial service is to supplement departmental lectures and tutorials and is therefore not intended to be a substitute for these.
- Be on time and attend tutorials with motivation and willingness to participate. To attempt all background preparation, reading, questions or assignments and bring evidence of this to the tutorials.
- To identify to the tutor their preferred learning style so that tutorials can be run effectively.
- In advance of each tutorial, email the tutor to advise what information is to be covered in the session, including any specific questions.
- To ask relevant questions within the specified tutorial times only.

- To not expect the tutor to provide answers to all questions. Instead, allow the tutor to provide directions as to how to achieve the answers independently.
- Complete homework assigned by the tutor as this will further reinforce the material covered during the sessions.
- To ensure that course work completed with assistance from a tutor is representative of their own work and not the work of the tutor.

## Rights Common To Both Parties

Both the tutor and the student have the right to:

- Be treated as individuals.
- Confidentiality.
- Have their concerns heard and acknowledged.
- Ask at any time for the arrangement to be reviewed.
- Ask at any time for the arrangement to be stopped.
- To act in a manner consistent with the general principles of the Ethical Behaviour Policy of the University of Otago:

[http://www.otago.ac.nz/humanresources/policies/Ethical Behaviour/index.html](http://www.otago.ac.nz/humanresources/policies/Ethical%20Behaviour/index.html)

## Withdrawal Of The Service

If a student is no longer eligible for the service or if they miss two tutorials without providing the required notice or appropriate medical documentation the tutoring service may be withdrawn.

## Feedback

Students will be asked to provide feedback to DI&S regarding the effectiveness of the tutoring they are receiving. This will happen twice each year. Students are encouraged to see a Student Advisor if they wish to provide additional feedback or discuss the service they are receiving. Students can also provide feedback at any stage via the DI&S website:

<http://www.otago.ac.nz/disabilities/questions/index.html>

## What If I Have A Concern About This Service?

If you have a concern about this service, in the first instance discuss the issue with the person involved or with a Student Advisor. Should the issue not be resolved, please consult the *DI&S Complaint Procedure*, available from the DI&S office, and contact the Manager, Disability Information and Support, in writing at University of Otago, P O Box 56, Dunedin or by email:

[melissa.lethaby@otago.ac.nz](mailto:melissa.lethaby@otago.ac.nz)

## Contact Details

Students can contact the Tutor Co-ordinator or a Student Advisor at DI&S by phoning 03 479 8235 or by email: [disabilities@otago.ac.nz](mailto:disabilities@otago.ac.nz)