# NGARARA WILLIM TUTORING PROGRAM

## STUDENT GUIDE 2024

Artwork by Wurundjeri artist Mandy Nicholson

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# The Ngarara Willim Centre

'Ngarara' means gathering and 'Willim' means home in the Boon Wurrung and Woi Wurrung language, the traditional custodians of the land where RMIT stands.

Ngarara Willim Centre is a place at RMIT for Aboriginal and Torres Strait Islander Peoples to engage with their education and to be supported and encouraged throughout their studies. The Ngarara Willim Centre provides study spaces, access to computers, free tutoring, financial and wellbeing support and is a home away from home for students while on campus.

The team at Ngarara Willim support Aboriginal and Torres Strait Islander people from the application process, throughout their study and beyond their time studying at RMIT through the Deadly Alumni initiative.

## The Ngarara Willim Tutoring Program

One of the most important supports that the Ngarara Willim Centre offer is our Tutoring Program. The Ngarara Willim tutoring program is a specialised tutorial program to support the educational outcomes of Aboriginal and Torres Strait Islander students. The Ngarara Willim Tutoring program is free for Aboriginal and Torres Strait Islander students.

All Ngarara Willim students at all levels and all courses are strongly encouraged to use the tutoring program, especially those in their first or final year of study. The program may appeal to both students who are doing well in their studies and would like to excel further and for those who feel they may be falling behind and need assistance to get back on track.

Tutoring sessions are tailored to students' needs and can be individual or in a group of students studying the same program.

Eligibility
To access tutoring students must be an enrolled student at RMIT and identify as Aboriginal and/or Torres Strait Islander.

You may be asked to provide a Confirmation of Aboriginality or statutory declaration to apply for tutoring. To find out more about these requirements please see here.

For information on how to apply for tutoring please see 'How to Apply'.

## Student Resources

All information regarding the Ngarara Willim tutoring program will be here within the student guide. If you would like any additional learning supports, please contact

ngararawillim.tutoring@rmit.edu.au or your student advisor. Additionally, any events we think may be of value will be posted on the Ngarara Willim Canvas page.

If you require any other support such as financial, wellbeing, equitable learning, global or program support please contact your Ngarara Willim advisor. If you are unsure who your advisor is, please email ngararawillim.studentsupport@rmit.edu.au and your advisor will be able to contact you.

## The Ngarara Willim Tutoring Portal

All tutoring is managed through the Ngarara Willim Tutoring Portal. On the portal you will be able to apply for tutoring, view your tutor/s, book a session with your tutor, and rate passed sessions.

### How to apply

To complete an application for tutoring you will need:

- Your RMIT student ID and password
- What you want to achieve through the Ngarara Willim Tutoring Program
- Preferred tutor/s name and email address (if you have one)
- Your course codes that you wish to be tutored in and their priority rankings

You will have to add your course codes at the start of each semester to reapply for tutoring. You will receive an email at the start of each semester to let you know when applications are open.

If you have any questions or any trouble applying, please visit the Ngarara Willim Tutoring Portal FAQs.

### Matching with your Tutor

After you have submitted your application for tutoring, the Ngarara Willim Centre will work on getting you matched with a suitable tutor. If you don't already have someone in our database this could take up to 4 weeks so please try to be proactive when submitting your application to avoid falling behind. If you need a tutor urgently please contact ngararawillim.tutoring@rmit.edu.au so we can work out an interim solution, if needed.

After you have been matched with a tutor please reach out to them and book in your first session. This can be done under the matches tab by clicking the plus sign next to the calendar. Please book within your tutors available hours unless otherwise agreed. In this first session you will go through a workplan where you can list all upcoming assignments and talk through your goals and objectives. Tutors cannot book sessions with students through their portal so it is up to you to book sessions with your tutor.

## Tutor contact

When contacting your tutor in between sessions please use your student email.  You can contact your tutor as soon as they are matched, but please remember they are not allowed to undergo any tutoring sessions until they are onboarded in RMIT's staff system.

Please maintain regular contact with your tutor. If you no longer want tutoring or are unsure if your tutor is the right fit please let us know so we can make any adjustments or find a new tutor if needed.

## Booking a Session

As aforementioned, it is the students responsibility to book sessions with their tutor. Sessions can occur face-to-face or online, whichever suits you and your learning style best. Face-to-face is strongly recommended. If you are meeting face-to-face, the session must occur on an RMIT campus or in a public place. We recommend you use the Ngarara Willim Centre study spaces to complete tutoring sessions. Your tutor will not have access to the centre by themselves so if you are meeting on campus please keep in mind that you will have to let them in. You can also have sessions at a café on Campus or at the library, just make sure you include clear instruction on where you are meeting in the booking location or over email. It is recommended that any sessions booked after hours (6pm-8am) are booked online. If you are meeting online you must use Microsoft Teams. A guide to how to create a meeting is outlined in the Teams meeting guide.

If you can no longer make your tutoring session you can cancel it through the portal and reschedule. Please give your tutor at least give 24 hours notice before cancelling a session so that they can make other arrangements. If you can't give 24 hours notice, please send your tutor an email and cancel the session through the portal.

If you do not attend your tutoring session without notifying your tutor that you were unable to attend prior, you will receive a call from your advisor to make sure everything is okay. If you do not attend more than 3 of your tutoring sessions with no reasoning your tutoring application may be re-evaluated. Please ensure you are updating tutors and/or staff if anything is going on that prevents you from attending tutoring. We are here to help 😊

## After session

After your tutoring session you must confirm the session occurred and rate the session. Please confirm the session promptly as tutors cannot be paid for those hours until you have confirmed the session. Please make sure that all your current confirmations are completed before these dates:

| 5PM CUT-OFF FOR ALL OF YOUR BOOKED SESSIONS | |
|---|---|
| Wednesday | 31st January |
| Wednesday | 14th February |
| Wednesday | 28th February |
| Wednesday | 13th March |
| Monday | 25th March |
| Wednesday | 10th April |
| Wednesday | 24th April |
| Wednesday | 8th May |
| Wednesday | 22nd May |
| Wednesday | 5th June |
| Wednesday | 19th June |
| Wednesday | 3rd July |
| Wednesday | 17th July |
| Wednesday | 31st July |
| Wednesday | 14th August |
| Wednesday | 28th August |
| Wednesday | 11th October |
| Wednesday | 23rd October |
| Wednesday | 6th November |
| Wednesday | 20th November |
| Wednesday | 4th December |

Feel free to rate the sessions honestly. Ngarara Willim staff will be able to see these ratings, but tutors will not be able to. So, if you think that your tutoring experience can be improved please say so to get the most out of your tutoring sessions.

| OPTIONS | YOUR ACTIONS | ICONS |
|---|---|---|
| If booked session occurred: | 1) Complete the session by selecting the 'Confirmed' link in the Status list; and<br>2) Rate and comment on the completed session by selecting the 'Rate the session' link in the Rate list Session hours are deducted from your allocated total. | ✏️ Confirm?<br><br>⭐ Rate |
| If you cancelled a booked session with LESS THAN 24 hours' notice: | 1) Complete the session by selecting the | ✏️ Confirm? |

| | | |
|---|---|---|
| | 'Confirmed' link in the Status list, AND<br>2) 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?' One hour is deducted from your allocated total. | ⭐ Rate |
| If the tutor cancelled a booked session with LESS THAN 24 hours' notice: | 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?' Hours are not deducted from your allocated total. | ⭐ Rate |
| If you or the tutor cancelled a booked session with MORE THAN 24 hours' notice: | 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?' Hours are not deducted from your allocated total. | ⭐ Rate |

## Conflict of interest

According to the Conflict of Interest Policy, RMIT expects all staff members (including those who work for, or with, the broader RMIT Group) to act with honesty and integrity, and to not allow any personal or professional interests or duties to compromise their obligations, responsibilities and duties to RMIT.

Having a conflict of interest does not mean any wrongdoing has occurred or will occur. However, all conflicts of interest, regardless of their nature or type, will need to be identified, disclosed and managed.

Type of conflict:

- Commercial relationships;
- Connections with other educational institutions or other training organisations

- Family or personal relationships
- Financial investments
- Positions of influence that could lead to personal, professional, academic or financial gain, or
- Other

Nature of conflict:

- Actual
- Perceived
- potential

If you have an actual, perceived or potential conflict of interest, please go to the RMIT Conflict of Interest portal and complete RMIT's Conflict of Interest Declaration.

## Support and contact

Additional support including scholarships, well-being support, cultural support and program support is also available to students. If you require this support please reach out to your allocated student advisor. If you are unsure of who your advisor is please email ngararawillim.studentsupport@rmit.edu.au and your advisor will be able to reach out to you.

For any additional questions, feedback or support relating to tutoring please contact

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