



PROCEDURES FOR TUTORSHIP PROGRAMME

Office responsible:	Director: Teaching, Learning and Programme Development
Approved by:	SENATE
Date of approval:	

1. PROCEDURES PURPOSE

The purpose of the Tutorship Programme of Sol Plaatje University (SPU) is to support students with their academic activities in order to develop student academic competencies and improve the success rate of the academic schools and the institution. The Tutorship Programme contribute to the achievement of Goal two (2) of the strategic plan- specifically focusing on the implementation of an academic literacy programme, facilitating psycho-social support, and providing ongoing student development support. In addition to the above the tutorship programme aims to:

- Provide an effective and supportive environment that will evaluate the need for student academic support programmes.
- Manage the design/re-design and implementation of student academic support programmes.
- Provide a framework for quality assurance with regards to student academic support programmes in academic schools and Centre for Teaching, Learning and Programme Development (CTLPD).

2. DEFINITIONS OF TERMS

2.1. Academic Schools: refers to the four schools at Sol Plaatje University- Economic and Management Science, Education, Humanities, and Natural and Applied Science.

2.2. Assessment: is a process of gathering evidence on student learning for summative and/or formative purposes.

2.3. Module: a coherent set of learning outcomes which form part of a university accredited programme offered over a semester or a year.

2.4. Institution: refers to the Sol Plaatje University

2.5. Student Evaluation: is a process of collection, analysis and interpretation of data on student learning for the purposes of making inferences on the quality of teaching and learning.

2.6. Tutor: is the person with pedagogical knowledge who support and enable students to learn effectively.

2.7. E-Tutor: is a person who supports the students through collaborative online learning processes.

3. SCOPE

3.1. These procedures apply to all academic staff and students teaching or registered for a module which is a part of SPU accredited programmes.

3.2. Tutorship programme is applicable in all undergraduate modules.

4. PRINCIPLE

4.1. CTLPD and Academics must assess and identify the need for tutorship programme in module/s they teach based on student profile, previous success rates, admission requirements etc.

4.2. Students must participate in the tutorship programme for the modules registered for and selected for tutorship programme.

4.3. Tutorship programme is provided for academic developmental purposes of students and to maintain and improve the success rate of the academic schools and the institution.

4.4. Appointed tutors must attend the training workshop scheduled. No tutor will be allowed to carry out the tutorship duties without attending the training.

4.5. Tutorial support can only be provided through the request from an academic staff member.

4.6. Nominated tutors should be registered with SPU during the year of appointment.

4.7. Tutorship support hours per week cannot exceed six (6) hours per week or 24 hours per month.

5. PROCEDURES

- 5.1. Academics must identify and nominate a tutor for their respective modules.
- 5.2. Programme Manager: Student Academic Support must provide tutor nomination forms to academic schools.
- 5.3. Tutors must submit weekly reports for their tutorial group to the Programme Manager: Student Academic Support.
- 5.4. Submit claim forms on/before the 12th of each month to the Programme Manager: Student Academic Support
- 5.5. Module approval criteria will be based on number of registered students, module pass rate, and year of study for the module.

6. RESPONSIBLE PORTFOLIOS FOR IMPLEMENTATION

6.1. Centre for Teaching, Learning and Programme Development (CTLPD)

- 6.1.1. Programme Manager: Student Academic Support is responsible for provide the tutor nomination form to academic schools.
- 6.1.2. Upon receipt of tutor nomination, the Programme Manager: Student Academic Support is responsible to evaluate the request for approval, based on student profile, previous success rates, admission requirements etc.
- 6.1.3. In collaboration with Human Resource Department (HRD), the Programme Manager: Student Academic Support is responsible to handle the appointment process of the tutors.
- 6.1.4. Programme Manager: Student Academic Support is responsible to inform the academic schools on the appointments of tutors.
- 6.1.5. Programme Manager: Student Academic Support is responsible to conduct research and implement best teaching and learning practices supporting the tutorial methodology.
- 6.1.6. Programme Manager: Student Academic Support is responsible to arrange and provide training workshop to tutors, at least twice a year and ongoing development opportunities.
- 6.1.7. Programme Manager: Student Academic Support is responsible to manage administrative duties related to students' academic support (e.g., tutor monthly payments, weekly registers etc.).

- 6.1.8. In collaboration with HRD the Programme Manager: Student Academic Support is responsible to provide the tutor hourly rate and ensure that tutors work within the standards outlined in Institutional employment policy.
- 6.1.9. Programme Manager: Student Academic Support should monitor and evaluate the effectiveness of the tutorship programme.
- 6.1.10. Programme Manager: Student Academic Support is responsible for providing feedback report to Head of School/Head of Department within 60 working days from the day the evaluation was completed.

6.2. Academic Schools and Academic Staff

- 6.2.1. The academic staff in consultation with the Head of School are responsible to assess, identify and motivate for the need for student academic support in a specific module.
- 6.2.2. The academic staff is responsible to identify and nominate students who demonstrated academic excellence in a specific module for the tutor role.
- 6.2.3. The academic staff member is responsible to determine and confirm the availability of the nominated student to present the tutorial programme.
- 6.2.4. The academic staff is responsible to complete the tutor nomination form and submit to Programme Manager: Student Academic Support within the stipulated time frame.
- 6.2.5. The academic staff is responsible to plan and prepare module specific student academic support activities.
- 6.2.6. The academic staff is responsible to familiarise themselves with the teaching and learning strategies used for student academic support.
- 6.2.7. The academic staff is responsible to Schedule and attend meeting with the appointed tutors.
- 6.2.8. The academic staff is responsible to design and/or re-design weekly academic support material and provide the material to the tutor (including memorandums- if applicable) in advance.
- 6.2.9. The academic staff is responsible to motivate students to attend the tutorial support session during the contact time with students.
- 6.2.10. The academic staff will be available to assist the tutor with discipline specific questions or queries.

6.3. Tutors

6.3.1. Face-to-face Tutors

- 6.3.1.1. Facilitate identified material, motivate, and direct students while maintaining high interest and achievement.
- 6.3.1.2. Be academically competent in the subject in which they offer guidance and support.
- 6.3.1.3. Prepare thoroughly for tutorial sessions well in advance.
- 6.3.1.4. Be a team player.
- 6.3.1.5. Accept their appointment for the full term. Resignation will only be considered under special circumstances.
- 6.3.1.6. Keep record of attendance registers and reflection sheets.
- 6.3.1.7. Complete and submit payment claims and attendance registers in given time frame.
- 6.3.1.8. Refrain from conduct private tutorial sessions for payment and may not utilise supplied academic school and/or Programme Manager: Student Academic Support materials other than for the purpose of tutorship.
- 6.3.1.9. Utilise the full duration of the scheduled tutorial session.
- 6.3.1.10. Receive and collect the tutor material before the scheduled tutor session.
- 6.3.1.11. Inform the Programme Manager: Student Academic Support in reasonable time should he/she not be able to present the scheduled tutorial session and/or scheduled tutor training.
- 6.3.1.12. Attend all the meetings scheduled by the academic staff and Programme Manager: Student Academic Support.
- 6.3.1.13. Attend all training scheduled by the Programme Manager: Student Academic Support and academic staff.
- 6.3.1.14. Encourage students to attend and participate within the tutorial session.
- 6.3.1.15. Provide feedback to communication/request from the academic staff, Head of School and Programme Manager: Student Academic Support as soon as possible and before the indicated deadline.
- 6.3.1.16. Participate in tutor evaluation and attend feedback session with the academic staff and Programme Manager: Student Academic Support.

- 6.3.1.17. Manage students' learning experiences and provide prompt feedback on learning activities.
- 6.3.1.18. Facilitate students' interactions with their peers.
- 6.3.1.19. Have an active e-mail address and cell phone number during their term of appointment for communication purpose with stakeholders.
- 6.3.1.20. Inform the academic school and Programme Manager: Student Academic Support in reasonable time frame should the e-mail address and/or cell phone numbers change.

6.3.2. E-learning Tutors

Over and above the roles and responsibilities of face-to-face tutors, the E-tutors have the following roles and responsibilities:

- 6.3.2.1. Commit to attend the continuous training and development, as the roles of the e-tutors continuously change because the learning environment and the technology used in these learning environments shift rapidly.
- 6.3.2.2. Provide students with academic and technical support.
- 6.3.2.3. Guide students to improve their knowledge through media such as email, discussion forums or chat rooms.
- 6.3.2.4. Ensure the subject content is up to date with online digital resources and accessible to tutees.
- 6.3.2.5. Utilise the correct resources available in the e-learning department and portal.

6.4. Students

- 6.4.1. Responsible to prepare and attend all scheduled tutorial sessions.
- 6.4.2. Responsible to participate in and contribute to collaborative learning during the tutorial session.
- 6.4.3. Responsible to conduct themselves in a respectful and supportive manner during the tutorial session.
- 6.4.4. Responsible to have the material required for each contact session.
- 6.4.5. Responsible to follow the students' grievance procedures, should there be any complaints regarding the tutorship programme and/or tutor.