



TUTORIALS, **THE UP WAY** (TUTOR GUIDE)

FOR TEACHING SUPPORT STAFF

2022



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
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BACKGROUND

Tutoring is a co-curricular activity directly related to teaching and learning. The aim is to ensure that students have a better understanding of the knowledge and skills in a module, to deepen student learning in a peer-supported environment, which will influence retention and success in that module, and eventual graduation.

Teaching Support Staff are assistants appointed by departments focused on module-oriented academic support as well as general academic development and guidance. Departments label the role and functions of these assistants in unique ways depending on the contexts e.g. tutor, marker, academic trainee, assistant lecturer, and student assistant etc.

This document serves to provide guidelines in terms of how teaching assistants can be deployed meaningfully and efficiently to enhance teaching and learning at UP.

Ms Esther Mphanda is the Senior Teaching Support Services Coordinator (Institutional tutor coordinator). Ms Mphanda is based in the Department for Education Innovation (EI). She manages and provides oversight over the various teaching support programmes offered institutionally (e.g. tutorials, teaching assistants, laboratory assistants, and e-tutoring).

CONTACT DETAILS:

Esther Mphanda

-  Information Technology building,
Hatfield campus
Room: 3-58.13
-  esther.mphanda@up.ac.za
-  012 420 3664

SELECTION AND APPOINTMENT OF TEACHING SUPPORT STAFF

2.1. REQUIRED SKILLS

Teaching support staff are obliged to demonstrate academic excellence as the major requirement and also demonstrate the following skills:

- good communication skills;
- leadership skills;
- presentation and group facilitation skills and;
- have good interpersonal skills.

2.2. ACADEMIC REQUIREMENTS

The teaching support staff (e.g. tutors, demi's, etc.) have to have completed the module(s) that he/she wishes to tutor. Academic performance for the module(s) will be considered in the selection process.

- Academic results (average mark)
- Be a registered-UP student

2.3. HOURS OF SERVICE

Teaching support staff are appointed for a maximum of 96 hours a semester (across all modules in the faculties). Teaching support staff may not be appointed for any additional hours in any capacity beyond 96 hours to ensure that the additional responsibility does not interfere with their studies. Teaching support staff are appointed for a total number of hours allocated over the prescribed weeks in a semester (average 12/13 hours).

The hourly remuneration per week will be combined and paid in instalments over the course of the semester. With the first payment following the successful appointment by the Human Resources Department. No additional benefits, including retirement and medical benefits or any other compensation, or bonuses shall be payable by the University to the teaching support staff.



CODE OF CONDUCT FOR ALL THE TEACHING SUPPORT STAFF

Code of conduct applicable to personal relationships between employees and students.

Document number: Rt 187/14

Link: <https://www.up.ac.za/media/shared/115/code-of-conduct.zp156578.pdf>



TUTOR TRAINING

To ensure that teaching support staff are well-equipped to offer face-to-face and online academic support they should complete the compulsory online self-paced ClickUP course. The ClickUP course should be completed before the commencement of the academic year. Upon successful completion of the online course, teaching support staff receive an automated certificate of participation.

The Senior Teaching Support services coordinator will share the link for training with faculty tutor coordinators annually.

UP Tutor training (Self-paced link 2022):

https://clickup.up.ac.za/webapps/blackboard/execute/enrollCourse?context=INMENU&course_id=_143770_1



RESPONSIBILITIES OF TEACHING SUPPORT STAFF

On average teaching support staff should not work more than 12/13 hours per week for a maximum of 36 weeks during an academic year ([Guidelines for implementing the UP tutoring system](#)).

It is the duty of the departmental staff member to ensure that teaching support staff are utilized for the purposes of assisting students academically and not as an administrative assistant. Accordingly, a limit has been placed on the total number of hours teaching support staff can work in the week and those hours should be committed to the following tasks:

- Attending compulsory training before the academic year commences and any additional training relevant to increasing their skills;
- Facilitating tutorials;
- Assisting students in gaining a deep understanding of the subject matter in their discipline;
- Act as a liaison between the students and the tutor coordinators;
- Referring students to relevant support interventions and departments when students indicate a need for further support (lecturers, Faculty student advisers and the Department of student affairs);
- Providing individual or group consultations during consultation hours;
- Keeping tutorial attendance records/ registers and submitting these monthly to the designated tutor coordinator or member of staff;
- Provide structured monthly, if not weekly feedback to the responsible departmental member(s) on students' progress, deficiencies in learning experiences and problem areas relating to the instruction in the relevant programme or module.



TUTORIAL ATTENDANCE

It is the responsibility of teaching support staff to ensure that an attendance record/register of each tutorial session is kept. Recording attendance and maintaining good records are vital responsibilities for teaching support staff, as this information will be requested by the Department for Education Innovation for reporting purposes to the relevant stakeholders within the university and the Department of Higher Education and Training.

While keeping records of tutorial attendance, teaching support staff should take the following into consideration:

- Tutorials should be monitored by means of weekly attendance registers;
- For Blackboard Collaborate tutorials, teaching support staff should draw the attendance data from the system (a recording is available in the UP-Tutor training module, it provides a step by step guide on how to record tutorial attendance on Blackboard Collaborate);
- For teaching support staff making use of other types of platforms such as WhatsApp, Zoom, Videos, attendance will be recorded on the standardized template provided by EI (see Appendix I as a guideline). *Note that the department for EI can opt for an alternative way of recording attendance.
- The attendance register should be submitted to the respective departmental members at the end of each month and can be used as a means to verify hours for remuneration purposes.

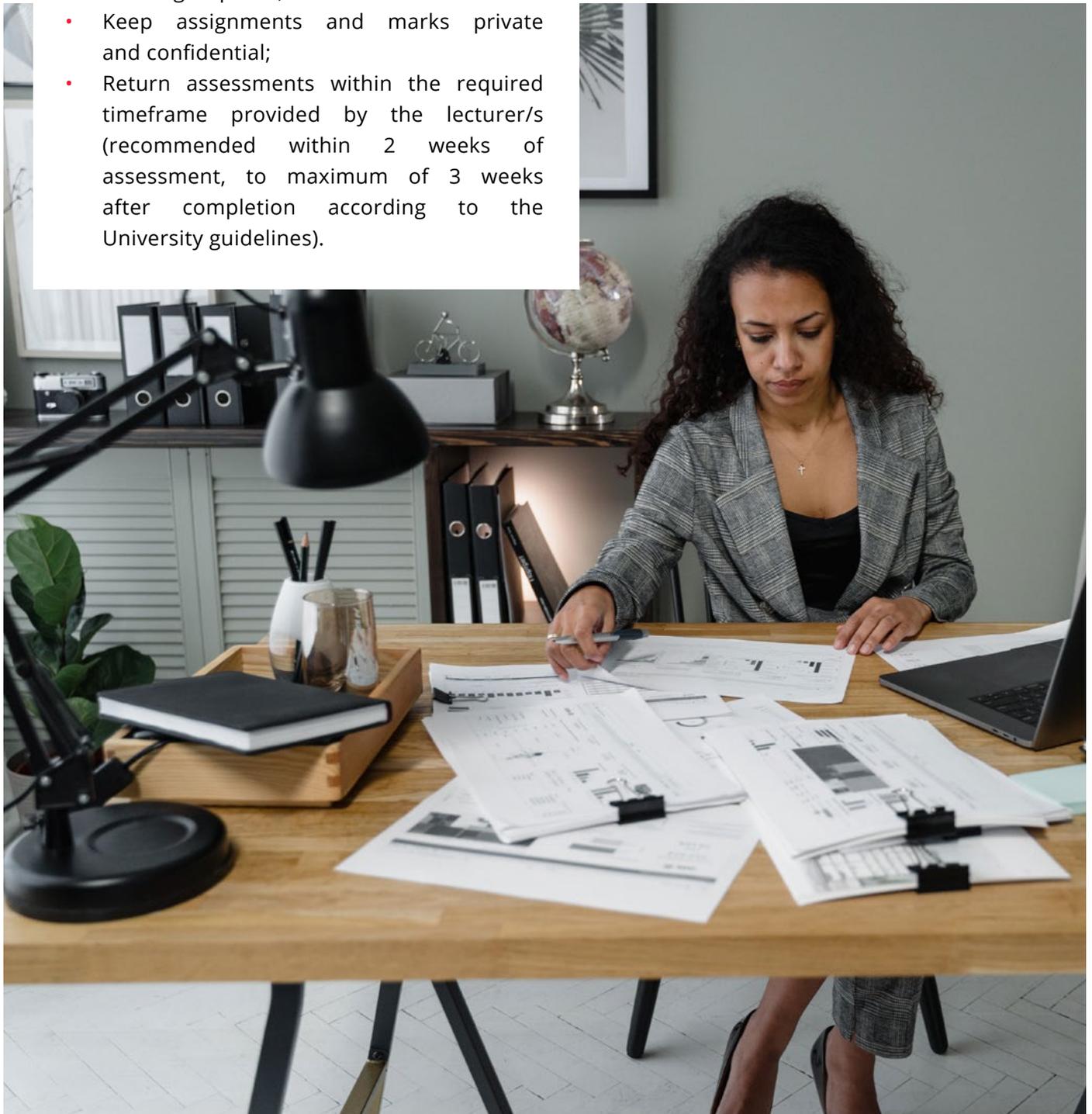


MARKING

Teaching support staff who will be required to assist lecturers in marking, can only assist in marking formative assessments (e.g. assignments, class tests, laboratory reports, etc.). Teaching support staff will then have to:

- Collect assessments from the lecturer/s in a timely fashion;
- Go over the memorandum with the lecturer/s to determine the style of marking required;
- Keep assignments and marks private and confidential;
- Return assessments within the required timeframe provided by the lecturer/s (recommended within 2 weeks of assessment, to maximum of 3 weeks after completion according to the University guidelines).

The Department for Education Innovation organizes the marking training throughout the course of the academic year. It is critical to mention that only teaching support staff who have been trained can assist lecturers with marking. The senior teaching support staff coordinator, Ms. Esther Mphanda, will share the scheduled dates with the tutor coordinators or designated staff well in advance to allow for timely registration.



MANAGEMENT OF TEACHING SUPPORT STAFF

The general supervision of teaching support staff is ultimately the responsibility of the tutor coordinator, but their day-to-day management lie with the lecturers of the module for which they are appointed as teaching assistants. For this reason, lecturers take responsibility for the following:

- Drawing up a plan for teaching support staff for each module. This includes the planning of duties for teaching support staff and designing their weekly schedule, as well as the times, venues, frequency, and the content and nature of tutorials;
- Adding sections on tutorials to the study guide, helping teaching support staff choose time and venue slots for their group tutorials and individual consultations;
- Providing class lists and other information ahead of tutorial sessions, scheduling weekly meetings with the teaching support staff at which:
 - The content of lectures for the following week is discussed,
 - The content of tutorials for the following week is discussed,
 - Assigning marking to teaching support staff that have attended the marking training (Smart but Effective marking) as stipulated by policy,
 - Teaching support staff will give feedback on tutorials of the previous week, hand in attendance records, other information related to tutorials and report on results of assessments;
 - Hand in marked assessments to the lecturer;
 - Teaching support staff provide feedback to the lecturer if they referred any student(s) for academic support.



REMUNERATION

Teaching support staff are remunerated in accordance with a fixed hourly rate determined by the Human Resources department of the University of Pretoria. https://www.up.ac.za/media/shared/1/hrcc-26_18-remuneration-policy.zp211661.pdf



SUPPORTING DOCUMENTS

More information can be obtained in the following documents:

<https://www.up.ac.za/article/2754069/up-policies-and-other-important-documents>

University of Pretoria Policy on Teaching Support Staff (S 5117/19)

<https://www1.up.ac.za/cs/groups/staffandstudent/@contrib/documents/document/chby/ndcy/~edisp/uppr472516.pdf>

Guidelines for implementing the UP-tutoring system (S 5117/19)

<https://www1.up.ac.za/cs/groups/staff/documents/document/chby/ndcy/~edisp/uppr472517.pdf>

Confidentiality and Disclosure Agreement:

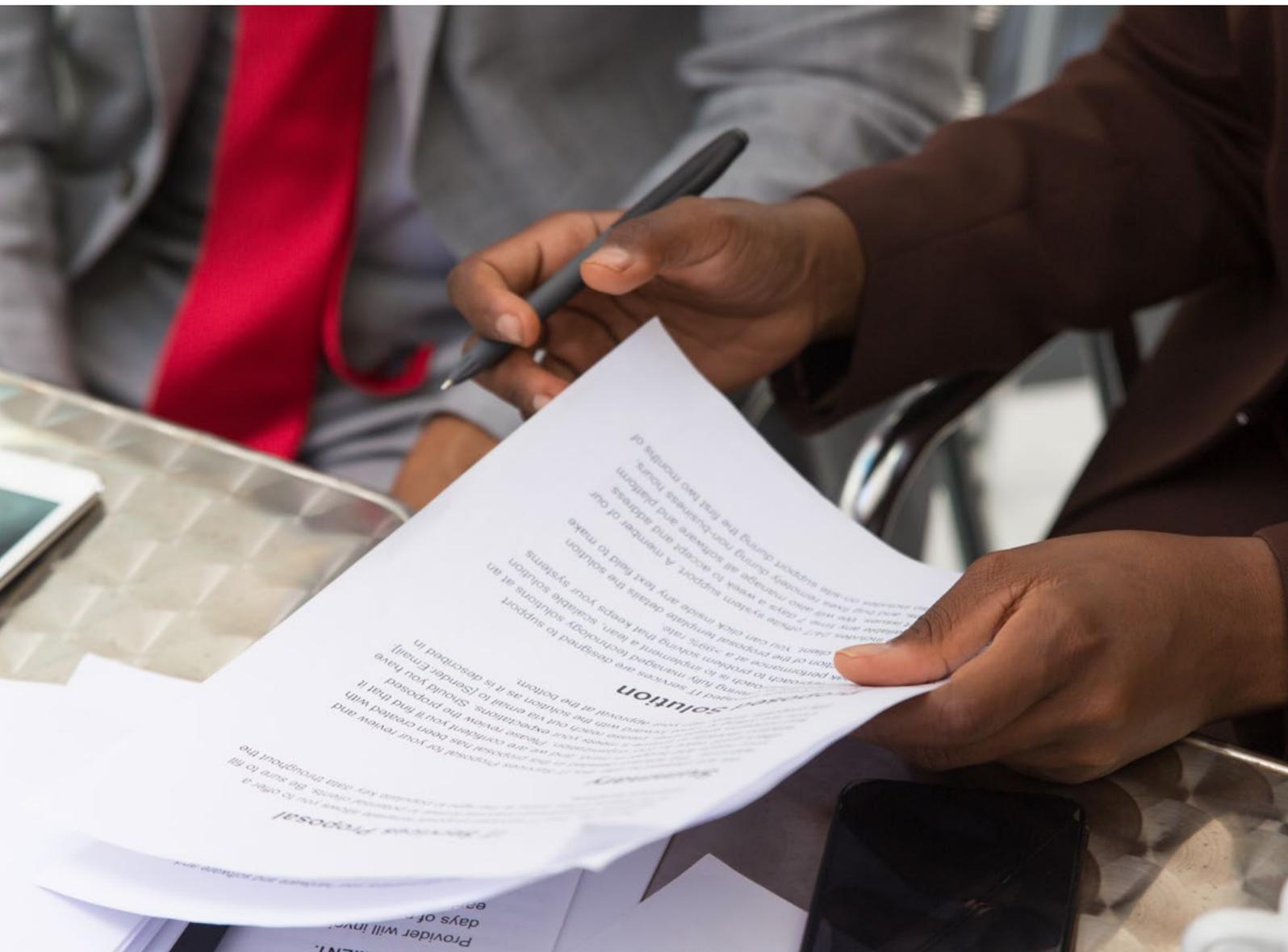
<https://popia.co.za/>

Code of conduct:

<https://www.up.ac.za/media/shared/115/code-of-conduct.zp156578.pdf>

Conditions of appointment:

https://www.up.ac.za/media/shared/1/hrcc-26_18-remuneration-policy.zp211661.pdf



APPENDIX I: ATTENDANCE RECORD

FACULTY: _____

DEPARTMENT: _____

MODULE NAME & CODE: _____

DATE AND TIME OF TUTORIAL/ CONSULTATION: _____

Name	Surname	Student Number

MEMORANDUM OF UNDERSTANDING

concluded by and between:

THE UNIVERSITY OF PRETORIA

herein represented by

in her/his capacity as Tutor Coordinator

duly authorized thereto

(hereinafter referred to as the **“University”**)

and

(hereinafter referred to as the **“Teaching support staff”**)

The parties agree as follows:

1. **to** abide by the rules and regulations of the University; and
2. **to** acquaint him- or herself thoroughly with the policies and related procedures, rules, and instructions of the University. The latest approved versions of all University policies, procedures and guidelines and other supporting documents that apply to parties are available on the university policies page (see <https://www.up.ac.za/article/2754069/up-policies-and-other-important-documents>).

3. The work

3.1 The Teaching support staff will perform the functions in the specific Department as determined by the responsible Tutor Coordinator on behalf of the University, *inter alia*,

3.1.1 attend and complete training provided by the Department for Education Innovation and their respective department.

3.1.2 in departments/faculties where teaching support staff is required to mark, they are required to have attended the marking course offered by Education consultants from the Department for Education Innovation.

3.1.3 Facilitate tutorials and have consultations with students.

3.1.4 Teaching support staff should attend weekly/monthly meetings scheduled by tutor coordinators.

3.1.5 keep records of tutorial attendance, record the individual or group consultations.

4. Responsibilities of the teaching support staff

The Teaching support staff undertakes to:

4.1 render his/her services in accordance with the highest ethical and professional standards; and

4.2 comply with the rules and regulations of the University, as amended from time to time, of which the Teaching support staff has, or is deemed to have full and proper knowledge of.

5. Commencement and termination

5.1 This agreement shall commence on ____/_____/____ and shall be, subject to the provisions of clause 5.4, terminate on ____/_____/____.

5.2 Termination, as set out in clause 5.1 of the agreement due to the resolute time period, does not constitute a retrenchment but results from the expiry of the agreement due to passing of time.

5.3 No consultation or other formal procedure is required when the agreement is terminated as set out in clause 5.1 above.

5.4 No renewal of this agreement or offer to renew shall be valid unless recorded in writing and signed by both parties. Any party is entitled to terminate the agreement by giving 1 (one) month written notice. Termination by notice as stated is not a breach of the agreement or a retrenchment in terms of labor legislation.

5.5 In terms of this appointment the teaching support staff is not entitled to a rebate on, or a waiver of, tuition fees.

6. Duties of the university

The University undertakes to:

6.1 pay the agreed remuneration; and

6.2 provide the teaching support staff with the reasonable assistance necessary for him/her to execute the work.

6.3 have the Tutor Coordinator as its representative. He/ She will also act as interface between the teaching support staff and the University.

7. Disciplinary procedures

The disciplinary code and grievance procedures of the University will apply.

These procedures are available on request.

8. Confidentiality undertaking

The Teaching support staff undertakes to:

Render his/her services in accordance with the highest ethical and professional standards; not to disclose any information concerning the business of the University to any unauthorized person or institution.

APPENDIX II: MEMORANDUM OF UNDERSTANDING

Not to transgress any rule, code of conduct, policy, procedure and/or safety standards of the University, all of which are available on request and of which the teaching support staff has or is deemed to have full and proper knowledge;

Not to violate the copyright on any of the material, information or programmes of the University; or use any of the University's property for private purposes

By virtue of my employment with the University, I will have access to information, including but not limited to data concerning general human resources information, student records and marks and other information ("confidential information"), disclosed or communicated before or after the date of this undertaking by the University to me.

I hereby undertake to keep and treat all information as confidential at all times concerning UP and not to disclose such confidential information to any unauthorized person/s.

I shall not remove from the possession of UP or make available to unauthorized person/s, except with prior approval in writing, any article or document which belongs to UP and which pertains to the confidential information.

If for any reason I have in my possession any article or document which belongs to UP and which contains confidential information, to return to UP such article or document and any other documents, copies, excerpts, notes or memoranda in my possession which are associated with the confidential information.

I shall not make or use copies of excerpts from any document containing confidential information or make use of notes or memoranda pertaining to such confidential information.

I shall not disclose any confidential information to a third party, parties or bodies without prior permission in writing by UP. Such permission may be granted in general or may pertain only to specific matters, cases or information. All such information will be submitted in written format to UP in order to obtain permission for disclosure. The decision of UP with regard to information, which may or may not be disclosed to third parties, will be final.

APPENDIX II: MEMORANDUM OF UNDERSTANDING

I acknowledge that breach of any of the terms of this undertaking set out herein will lead to disciplinary steps by the University against me and, if found guilty, could lead to termination of my employment by the University. This is without prejudice to any rights which the University may have in this regard.

This undertaking shall remain in force for a period of 5 (five) years after the termination, for any reason whatsoever, of any relationship between UP and myself.

Name of teaching support staff:

Student number:

Degree:

Department:

Faculty:

The Teaching support staff:

_____ / _____

(Signature)

(Date)

The Tutor Coordinator:

_____ / _____

(Signature)

(Date)