INDIGENOUS TUTORIAL ASSISTANCE SCHEME (ITAS)

Tutor Code of Conduct
For contracted Tutors (ITAS “contractors”)

This Code of Conduct outlines the standard of behaviour expected of ITAS contractors. It is designed to provide guidance for ethical dilemmas and conflicts of interest.

**General Conduct**
An important part of tutorial assistance is encouraging a positive attitude towards the benefits of education. Active involvement in tutorial sessions, enthusiasm and behaviour appropriate to the children you are working with is a critical part of being a tutor. This means that ITAS contractors should:

- remember that they are a role model for students;
- attempt to engage students in the tutorial session;
- offer educational support and encouragement;
- use language and topics of conversation appropriate to the situation; and
- for in-school tuition, assist school staff in reasonable duties and activities when requested.

ITAS contractors should behave in a professional manner and not leave themselves open to criticism by teachers, principals and parents. This means that contractors should:

- be open and treat all students equally;
- avoid unnecessary physical contact;
- avoid situations where they are alone with a student;
- avoid making sexually suggestive comments to, or in the presence of students;
- never smoke or use tobacco in the presence of students; and
- never use or be under the influence of alcohol or drugs in the presence of students.

**Health and Safety**
Contractors have a ‘duty of care’ (a duty imposed by the law to minimise the risk of harm) for all students they are tutoring or supervising. Contractors must take such measures as are reasonable in the circumstances to protect students from known hazards and/or harm which could arise, and are responsible for taking reasonable care to protect their own and students’ health and safety. This means that contractors should:

- ensure that any equipment is safe for use;
- not attend a session if they are unwell or have a contagious illness. Contractors should advise the student, parent/caregiver, or school (as appropriate) in advance if they cannot attend a session;
- if a student becomes unwell or is injured, assess the situation and contact the student’s parent/caregiver or classroom teacher as appropriate.
- take care when lifting heavy objects; and
- Familiarise themselves with emergency procedures for evacuation.

**Professional Behaviour and Interaction with Clients and Colleagues**
Contractors have a responsibility to treat all people with whom they have contact, with courtesy and sensitivity, and must conduct themselves with integrity, accountability and responsibility.

Contractors should work co-operatively with colleagues, support and learn from each other and accept differences in personal style.

Contractors are in a position of trust with students, and while it is important to develop a rapport with students, sensitivity should be applied to ensure that student and tutor relationships are maintained on a professional basis. Contractors must also be aware of interpersonal situations that could influence professional judgments.
Abuse
Contractors have a duty to report any suspicions that a student is being abused to the teacher or to DEST staff, as appropriate, as soon as possible. There are four main types of abuse:

- **Neglect** includes providing inappropriate clothing, food, or attention, lack of supervision, undue exposure to cold or heat or unnecessary risk of injury;
- **Physical Abuse** includes physically hurting a child, giving children alcohol, giving children medication without permission and excessively intensive training;
- **Sexual Abuse** includes any aspect of physical or verbal sexual abuse, and inappropriate contact;
- **Emotional Abuse** includes shouting, threatening or taunting children, constant criticism, bullying or unrealistic pressure to perform.

Conflict of Interest
Contractors should avoid situations in which their personal or financial interests might reasonably be thought to conflict with their duties. Contractors should discuss any situations likely to compromise them in the conduct of their duties with the Department.

Record Keeping
Contractors must keep appropriate records in accordance of their contract to support monitoring, assessment and reporting requirements of DEST. Contractors must also be aware that DEST officers can at any time request to see any documentation relevant to the contract.

Student behaviour
Students have a responsibility to treat contractors with respect and courtesy. Contractors should advise students if their behaviour is inappropriate or offensive. If unacceptable student behaviour continues, contractors should discuss with the parent/guardian, teacher or DEST officers, as appropriate.

Gifts and Benefits
Contractors must not seek or accept favours or gifts for services performed in connection with their duties.

Confidentiality
Contractors must respect the absolute rights of clients' confidentiality, except as expressly permitted by the client or potential client in writing or as required by the law. ITAS Contractors are bound by the Information Privacy Principles which are included in the Conditions of Contract.

Delivery of Services
Contractors must aim to achieve value for money and avoid waste and extravagance in the use of public resources. Contractors should identify improvements to systems and procedures, where relevant, to achieve optimal effectiveness, efficiency and responsiveness.

Compliance with the Tutor Code of Conduct
If DEST has information to suggest that an ITAS contractor has breached the Code of Conduct, it may undertake an investigation into the suspected breach. At the Department's discretion, tuition arrangements may be suspended for the duration of the investigation. If the ITAS contractor does not participate in the investigation or if DEST is not satisfied with the results of the investigation, then the contractor's contract with the Department may be terminated at the Department's discretion.