



Frequently Asked Questions (FAQs)

What is YourTutor?

YourTutor is a Learner Support program that provides you with online, on-demand assistance for student studies in two key ways:

Online Tutoring

You can connect live to an expert tutor in real time to work out a study problem or question via an interactive step-by-step online classroom. Online Tutoring is available from 3pm to midnight AEST, Sunday to Friday (plus Saturdays during the school term).

24/7 Writing Feedback

You can upload a written draft assignment or essay 24/7, 365 days a year and receive constructive feedback within 24 hours on how to improve their work. Often feedback is given in less than 12 hours.

ONLINE TUTORING



Live, academic support. Students sign in for help using real-time chat and the interactive whiteboard.

24/7 WRITING FEEDBACK



Get comprehensive help with your writing at any time and at any stage of your draft.

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How long do I have to wait for a Tutor?

With the on-demand service, tutor help is ready when you are. When you have a question or concept that you need help with, an expert tutor will be available in approximately five minutes or less to get you back on track.

24/7 Writing Feedback submissions can be made at any time.

In high demand periods, when you are accessing specific subject help such as *Statistics*, you may have to wait a little longer for tutor help.

When is the service available?

YourTutor is NOW available to all TAFE NSW Illawarra enrolled students until 31 August 2017.

How much does it cost?

Nothing - it's a FREE service.

How do I access YourTutor?

All students must access TAFE Illawarra's YourTutor program from within *Moodle*.

To access it:

- Go to <http://www.tafeillawarra.edu.au/support-for-students/getting-help-with-your-learning>
- Click the Moodle link and login (refer below, if you have not accessed Moodle before)
- Select the 'YourTutor' link at the top of your Dashboard page to gain entry to the YourTutor page.

NB: Access is *only* via Moodle – you do not have a separate login for YourTutor.

What if you have forgotten, do not have, or need to change your Moodle password?

You can contact our Customer Service Centre or Library staff at your local campus or you can use the Student Portal to manage your **Moodle** access, including:

- Activating an account
- Changing a password prior to the password expiring
- Resetting an expired or forgotten password using their secret question and answer
- Checking your password status
- Updating your secret question and answer

NB: Remember, you do not have a separate login for YourTutor, access is *only* via Moodle.

Who to contact if you're having technical issues?

If you have logged into YourTutor via Moodle but you are having any technical issues with the YourTutor platform, you can contact YourTutor support:

Phone: 02 9906 2700 (9am to 5pm AEDT)

Email: support@yoututor.com.au

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Key Privacy Information

If you are concerned about privacy, contact YourTutor for any details. Key points to remember:

- Sharing of Details – when you access the service, you agree to the Terms and Conditions, including the passing of your student identification, name and email address to YourTutor. This information remains private and is not shared with any third party. These details are used to create your YourTutor account and allow access to past tutorials and submissions.
- All YourTutor Online Tutor sessions are anonymous between the Tutor and you. You will not be asked by the Tutor to provide any personal details and should not do so.
- YourTutor's Privacy Policy can be found at <http://www.yourtutor.com.au/privacy-policy>.

Who are the tutors?

All YourTutor Tutors are teachers, lecturers, and tutors employed by YourTutor to provide this service to TAFE NSW Illawarra. They take part in a specific YourTutor training program, ongoing professional development, follow YourTutor's nationally-regarded stringent guidelines and policies for ethical learning support, and are experts using online channels. Every YourTutor session ends with a request for feedback from you. This feedback is fed back into the quality control loop and Tutors rated less than good have their session(s) reviewed and addressed.

What subjects are supported?

Assignment help for all subjects:

- Essay and report writing
- Assignment research
- Referencing and citation support*
- Study skills

Tertiary Bridging:

- Maths
- Chemistry
- Biology
- Physics
- Business Studies

First Year:

- Accounting
- Microeconomics
- Macroeconomics
- Statistics

English and Literacy:

- Essay writing
- Report writing
- Referencing

* Please refer below for Referencing Support limitations.

Referencing Support – Supported Referencing Styles

Referencing Support is an option for students using the 24/7 Writing Feedback service as well as Online Tutoring.

You have the option to request Referencing Feedback when submitting your writing with the 24/7 Writing Feedback. You can choose a standard referencing style from the following list:

- APA
- Harvard
- Chicago
- MLA

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The YourTutor staff will only provide feedback on the *universal standard* for each of these referencing styles, and NOT variations of these styles. Should you request assistance with referencing using a different style or variation from one of these styles, by adding a note to the submission or in a live session, the tutor will direct you to TAFE NSW Illawarra's Library website for resources relating to these styles (currently <http://illawarratafe.libguides.com/research/referencing>).

Further Information

A generic introductory video, not specific to TAFE NSW Illawarra, explaining how YourTutor works and other resources, can be downloaded and can be found at: <http://www.yourtutor.edu.au/tertiary/resources/vetstaff>

Current Tutoring Services Information (as at 23/09/16)

The following will give an indication of what level of subject help is available at what time and applies to the Online Tutoring (live 1:1 online service).

Subject	Description	Open Time	Close Time	Who has access?	Notes
Accounting	A tertiary level subject focusing on 1 st year Accounting courses - lower level content covered at a Year 11/12 level for schools	6pm	12am	School, TAFE, University	Not available on Literacy/Numeracy days. Does not support Accounting software such as MYOB.
Assignment Research/ Library Skills	Covers the basics of research and how to effectively utilise resources	3pm	12am	All clients	Not available on Literacy/Numeracy days.
Biology/ Chemistry/ Physics	Year 3 - 12 Science content	3pm	12am	All clients	Not available on Literacy/Numeracy days. Tertiary branded as 'Bridging'.
Business Studies	Year 11 - 12 subject focused on the HSC/VCE Business Studies curriculum	3pm	12am	All clients	Not available on Literacy/Numeracy days. Tertiary branded as 'Bridging'.
CVs, cover letters and resumes	Fundamental support focusing on grammar, structure, and basic layout	3pm	12am	Community Campus Libraries, TAFEs	Not available on Literacy/Numeracy days. Not supported via Writing Feedback.
Economics	Year 11 - 12 subject dealing with the basics of micro- and macro-economics	3pm	12am	All clients	Not available on Literacy/Numeracy days. Tertiary branded as 'Bridging'.
English/Writing	Covers English skills and concepts, referencing, speeches, various types of writing	3pm	12am	All clients	

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Subject	Description	Open Time	Close Time	Who has access?	Notes
Macroeconomics	A tertiary level subject focusing on 1 st year macro-economic courses	6pm	12am	TAFE, University	Not available on Literacy/Numeracy days. Tertiary branded as 'First Year'.
Maths	Year 3 - 12 Maths content	3pm	12am	All clients	Tertiary branded as 'Bridging'.
Micro-economics	A tertiary level subject focusing on 1 st year micro-economic courses	6pm	12am	TAFE, University	Not available on Literacy/Numeracy days. Tertiary branded as '1 st Year'.
Statistics	A tertiary level subject focusing on 1 st year level statistics - suitable across a wide range of courses	6pm	12am	TAFE, University	Not available on Literacy/Numeracy days. Tertiary branded as '1 st year'.
Study Skills	Hints, tips, and tricks for establishing study routines and resources	3pm	12am	All clients	Not available on Literacy/Numeracy days.

Special Definitions

Literacy/Numeracy Days

During Literacy/Numeracy days, subject selections are limited to Math and English stream options for all clients. Service hours are unchanged.

When attempting to connect, you will see non-supported subjects 'faded out' and an in-line message will explain why the subjects are not available.

Every Friday is currently set as a Literacy/Numeracy day.

Summer Hours (out of semester)

Due to a steep decline in demand during December and January, subject selections are **limited to Literacy/Numeracy subjects**.

Service days are typically limited to **Sunday to Thursday**; service hours typically limited to **3pm to midnight**.

Saturday Access

Through Semester 2, 2016 we are trialling access on Saturdays in order to gauge demonstrated student demand for access at these times.

Subject selections for Saturdays are **limited to Literacy/Numeracy subjects**; hours are changed to **12pm to 9pm**.

Once the trial has concluded, the viability of Saturdays will be assessed and any change if made will be notified:

Date: