



## **Operational guidelines for Peer Tutors operating on behalf of the Service for Students with Disabilities and SLD**

### **Peer tutoring activities**

1. Peer tutoring involves a number of hours per grant, defined in the reference call for applications, used up over the course of a year and broken down into different types of activities coordinated by the operators of the Service for Students with Disabilities and SLD (SSDD). In particular, the services offered by the SSDD through the work of peer tutors are as follows:
  - Accompanying students, on foot or by public transport, to and from university or non-university facilities, for educational purposes or in any case related to the students' university studies;
  - Study support, aimed at acquiring an effective study method and achieving as much autonomy as possible, also by means of technological aids; this support should not be understood as 'grinds';
  - Support organising the students' university studies (presenting study plans, organising class attendance, planning study times, etc.);
  - Support transforming texts and teaching materials into alternative, accessible formats;
  - Guidance for first-year students with disabilities or SLD;
  - Tutoring to help students read or write during curricular or entrance examinations.
  
2. Peer tutoring also includes, within the total number of hours, a compulsory training course, established annually by the SSDD operators.

### **Tutoring locations**

Tutoring can take place either face-to-face or remotely, using the Microsoft Teams platform or other applications chosen by the tutor and the student. Face-to-face activities may take place at



the campus where the applicable course is held or, occasionally and by prior agreement, at other locations of the University of Bologna. Face-to-face activity take place in University's facilities used as lecture halls, study and reading rooms (Tecnolabs, libraries, study rooms, etc.), but also in other locations mutually agreed by the students and tutors.

### **Personal equipment and preliminary activities**

For remote tutoring, the tutors shall already have broadband internet and a telephone number at which they can be reached.

Winners of the tutoring grant, as stipulated in the call for applications, shall have acquired or shall acquire the certification on health and safety in the study and research place and show proof of attendance at the relevant courses.

### **Tutoring methods**

1. The activity is coordinated by the Service's operators, who hold initial meetings with the tutors to illustrate the organisational methods and provide training on SLD, disabilities and study strategies. Regular meetings and monitoring sessions are also organised, both individually and in groups.
2. The number of hours assigned to each peer tutor is split across various activities by the SSDD operators, who define a specific package of hours for each service area and insert this in a scheduling report shared electronically with the individual tutor. Any changes to the assigned packages shall be agreed with the SSDD operators.
3. If the peer tutor is unavailable for personal or academic reasons, if the tutoring is interrupted before graduating, and for a number of other reasons, fewer hours than those stipulated in the call for applications may be carried out and thus paid.



## Tutoring rules

In addition to the duties already set out in the General Rules on Peer Tutoring, the rules set out below detail the specific activities of peer tutors of the Service for Students with Disabilities and SLD.

1. Tutors are obliged to respect the commitments undertaken and to ensure punctuality in carrying out the assigned activities. Any inability to fulfil the commitments undertaken shall be communicated by e-mail to the Service well in advance.
2. Tutors undertake to attend, unless major impediments arise, every training session organised by the SSDD.
3. Tutoring activities are coordinated by the SSDD operators, with whom each tutor shall define the tutoring objectives and methods. However, every tutor can plan and organise the performance of the assigned activities independently.
4. Tutors are required to constantly fill in every part of the personal report (time sheet and activity report sheet) shared with the SSDD, following the instructions in the application used.
5. Tutors shall refer to the SSDD operators for any critical situations or difficulties that may arise in carrying out the assigned activities.
6. When tutoring to help students read or write during curricular or entrance examinations, it is absolutely forbidden to suggest or in any way indicate the correct answers to the student or candidate using the service.
7. Tutors are required to behave in a manner that is appropriate and in keeping with the activities and contexts in which they serve.
8. Tutors shall carry out the required activities while trying as much as possible to foster the student's autonomy, respecting their limitations and specific characteristics.



### **Forfeiture of the tutoring assignment**

Assignees will forfeit the grant in the event any one of the following circumstances applies:

- They withdraw from their studies;
- They transfer to another University;
- They lose their student status due to having completed their degree.

Forfeiture may also be ordered by the Head of the Student Services Division if the grant holder:

- is guilty of serious misconduct and/or does not demonstrate sufficient aptitude;
- has made false statements or produced forged documents in order to obtain a benefit from the University or ER.GO, or relating to a call for applications run by the University on behalf of other entities.

### **Privacy protection and data processing**

All personal data and information of a technical, administrative, scientific or teaching nature that comes to the Tutor's attention during performance of the above engagement must be treated as strictly confidential and, therefore, the Tutor may not make use of same for purposes other than those strictly related to the service requested.

The Tutor shall also act as the data processor of any personal data of which he or she comes into possession in accordance with Law No. 675/1996. In this regard, the form "Authorisation to process data" will be provided to the tutor at the start of the activity, to be returned signed for acknowledgement.