



Tutor Policy

1. General Information

Tutors serve as a link between the students as tenants and the Studierendenwerk München Oberbayern (STWM) as landlord. They contribute to creating a good social environment and atmosphere among the residents. They are available for all residents to turn to and offer (inter)cultural, sustainable and inclusive events within their residential community in agreement with the Tutor Programme's Coordination Team of the Social Affairs Department of the STWM. The Tutor Programme's Coordination Team looks after the tutors and actively supports them.

The duties assigned by the STWM are performed on an honorary basis.

2. Duties

The post as tutor in the STWM's halls of residence covers the following duties, with specific requirements varying depending on the individual hall:

- Being the first place to turn to for residents with suggestions, requests, complaints – tutors take up a position on the subject and, if necessary, consult the STWM
- Being “mouthpiece” and “mediator” among the residents as well as ensuring the flow of information between the STWM and the residents (clarifying and reviewing communication, translations etc.)
- Tutors are a reliable contact for the STWM and provide information on irregularities taking place in the hall of residence as well as in the case of residents committing serious offences against the house rules or the tenancy agreement
- Integrating all residents (especially new arrivals) regardless of their sex, age as well as descent, religion, ideology, family situation, sexual identity or physical disabilities, in order to make it possible for all residents to have equal access
- Planning and organising a well-balanced and diverse semester programme in agreement with the Tutor Programme's Coordination Team
- Encouraging (inter)cultural exchanges within a diverse residential community
- Promoting environmental awareness and the careful handling of resources
- Supporting the STWM with projects on topics such as sustainability, inclusion or similar
- Cooperating closely with the Servicepaket Programme and Cultural Programme of the STWM
- Carrying out events in the hall of residence, in particular also observing and checking safety regulations (e.g. KVR requirements – regarding technical/organisational/personnel issues) as well as keeping to the STWM's policy for carrying out events in agreement with the Service Desk

- Upkeep (checking, cleaning) as well as attending to communal areas regarding technical and organisational issues including taking part in inspections and meetings with STWM representatives
- Offering the Accommodation Department of the STWM organisational support, e.g. with students moving in and out when new semesters begins
- Transferring knowledge and instructing new tutors in close consultation with the Tutor Programme's Coordination Team
- Managing tutor funds
- Organising tutor team meetings within the hall of residence
- Taking care of and attending to communication media for all residents of the hall (chats, groups, notices, social media accounts) in agreement with the STWM
- Participating in team building events and general tutor meetings with the STWM as well as in information events and sensitivity workshops
- Handing in a report form ("Rechenschaftsbericht"), accounting for the services and activities performed

3. Number of Tutors

The number of places is dependent on the number of residents living in the individual hall. Within the bounds of available funds, one tutor post can be set up for approx. 100 residents. Up to 40 additional tutor posts can be set up depending on the occasion and according to the individual requirements of the halls of residence.

Tutors can always turn to the Coordinators in charge of the Tutor Programme of the Social Affairs Department's Culture & International Team.

Posts can only be shared with the consent of the STWM, resulting in two tutors filling one whole post with half a post each. Sharing a post can only be granted in exceptional cases and must be applied for by email to tutoren@STWM.de containing a brief explanation of reasons.

4. Application Process and Appointment

Vacant tutor posts are communicated by the STWM via the halls' media channels as well as perhaps by hanging up notices. Any resident of a hall who has a valid tenancy agreement (no sublet agreement) can apply as tutor with the STWM (tutoren@stwm.de). There is not allowed to have been any violation of the tenancy agreement so far as tutors have a role model function.

Tutors are expected to have German language skills in order to be able to perform the post to the extent requested by the STWM.

Tutors are exclusively appointed by the STWM. By countersigning the appointment documents, tutors commit themselves to fulfil their assigned duties set out in this policy reliably and in time. A written confirmation is issued by the STWM's Head of Department Social Affairs.

After having received their appointment documents, new tutors immediately inform all the hall's residents about the duration of their tutor post as well as their contact details (sign on notice board, social media, group chats and similar).

5. End of Tenure

The tutor job usually covers a period of two semesters and ends automatically when the tenure period comes to an end or if the tutor moves out of the hall of residence. A tutor confirmation is issued after two semesters.

Should a tutor move out before the official end of their tenure, they are to immediately inform the Tutor Programme's Coordination Team of the STWM. If a tutor is absent from their accommodation unit (from two weeks onwards), they also immediately inform the person in charge with the STWM.

Tutors have the possibility to resign from their post at the end of each month before their tenure has officially ended (resignation). In order to do so, the tutor can send a written notification to tutoren@STWM.de as well as to the hall's tutor team in time. Should the hall of residence be privately run, their administration also needs to be informed.

Any remuneration that is transferred after the tutor has resigned is to be repaid.

During their tenure, tutors can be removed from their post prematurely for valid reasons by the STWM. A valid reason would be, for instance, if there are any offences against the tenancy agreement or if the duties listed under Item 2 are repeatedly not fulfilled.

6. Semester Plan

Immediately after having been appointed, the entire team of tutors of a hall of residence devises a semester plan for their hall containing clearly defined responsibilities, consulting hours for resident services and dates for events. The semester plan is to be devised as a team in agreement with the Tutor Programme's Coordination Team.

The extent and quality of the semester plan must correspond to the options "Übungsleiterpauschale" or tenancy extension (Item 9), which means that every tutor is to continually provide monthly services in the form of events and/or consulting hours as well as take on organisational and administrative tasks. The honorary work is to correspond to a monthly stint of approx. 20 hours.

In order to ensure that the offered services and activities are as diverse as possible, the programme's concept is devised at the beginning of each semester and submitted to the STWM employee in charge. The concept is authorized by the Tutor Programme's Coordination Team and, if necessary, must be modified.

If semester plans are not handed in, appointments will be revoked, payments interrupted, already transferred amounts reclaimed or tenancy extensions not granted.

7. Mandatory Events

Once during their tenure, tutors are required to participate in a sensitivity training on intercultural communication, sustainability, diversity or inclusion. The STWM offers several free-of-charge workshops on various dates during the semester, of which tutors are informed by email. A certificate of participation is issued.

Furthermore, all tutors must take part in a face-to-face introductory information event with the Tutor Programme's Coordination Team held at the very beginning of their tenure. Apart from clarifying duties, the meeting also serves the purpose of providing an opportunity for tutors to get in touch and of transferring knowledge in the form of best practice examples for planning the programmes.

If tutors don't participate in these two mandatory events, appointments will be revoked, payments interrupted, already transferred amounts reclaimed or tenancy extensions not granted.

8. Report Form and Final Protocol

At the end of each semester, tutor teams need to submit a concise report form ("Rechenschaftsbericht") to the Tutor Programme's Coordination Team, accounting for the services and activities that were effectively carried out during the semester. Apart from a brief description of the provided services, the report is also to include information on the target group as well as on the time spent by the persons involved. The report form is to be submitted by the entire tutor team to tutoren@STWM.de, clearly stating the individuals' responsibilities and including their signatures. The report must be accessible for the entire tutor team of the hall of residence (e.g. via email and cc).

Insufficient quality or quantity of the semester programme or any doubt regarding its execution can lead to sanctions. If the report form is not submitted in time or if its content is insufficient, appointments will be revoked, payments interrupted, already transferred amounts reclaimed or tenancy extensions not granted.

Upon request, the tutors must always provide information to the STWM regarding their activities.

At the end of a tutor's tenure, a final protocol ("Übergabeprotokoll") including an inventory and a report on activities ("Tätigkeitsbericht") is to be drawn up in order to ensure knowledge transfer. The final protocol is to be presented to the Tutor Programme's Coordination Team at the latest two weeks before the tenure ends.

9. Representation Allowance

The duties assigned by the STWM are performed on an honorary basis.

All tutors receive a representation allowance for the honorary work they perform. Tutors who take up a post from 1st April 2024 onwards can currently choose between the following two types of remuneration:

Option 1: Tutors receive a monthly remuneration (“Übungsleiterpauschale”) amounting to 250.00 EUR. As a rule, the Übungsleiterpauschale is paid for 10 months. There are generally no payments made for February and August when no lectures take place. The Übungsleiterpauschale can be determined new each year within the bounds of financial possibilities. In the case of a shared post, an Übungsleiterpauschale of 125.00 EUR per person is granted.

or

Option 2: Tutors who held a full post for at least two semesters can apply to receive a “2 to 1” extension of their tenancy, i.e. for two semesters of carrying out the honorary post tutors can apply for one additional semester to be added to their tenancy. Applicants must evidently have at least three semesters left in their tenancy (“Restwohnzeit”) when applying for the tutor post. Tenancy extensions can only be granted in accordance with the STWM’s latest Policy for Allocating Accommodation. Extending tenancies on account of a tutor post is limited to a maximum of two semesters. Tenancy extensions are only granted after a tutor has fulfilled their duties according to the rules; tutors are not in general entitled to have their tenancy extended. As a rule, tenancy extensions are not granted when a post is shared.

The Studierendenwerk reserves the right to not or only partly pay the Übungsleiterpauschale or not to grant a tenancy extension if the tutor does not fulfil their duties according to the rules.

Unjustly received payments (e.g. after having moved out of the hall) must be paid back.

Tutors do not receive double remuneration. That means that a tutor post cannot be remunerated at the same time as a post that is likewise remunerated by receiving a tenancy extension, such as network administrator or being active in an organisation.

10. Material and Equipment

Upon application and within the bounds of available funds, material and equipment which is necessary for carrying out the events can be granted by the STWM.

The funds that are made available are to be used economically and sparingly and must only be used for acquisitions which are necessary for carrying out the tutor programme and which serve the entire residential community. Anything that is acquired with these funds is the STWM’s property and is to be handed over to the tutor’s successor. The handing over of items is to be recorded (inventory).

11. Effective Date

The policy takes effect on 1 April 2024 and replaces the “Rules and Regulations for the Resident Tutor Programme” dated 15 June 2020.

sgd Claudia Meijering

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