**Avoiding re-teaching – guidelines for PASS Leaders working with students one-one or in small group work**

Avoiding reteaching is a key principle of PASS, where PASS Leaders are expected to guide students to find answers for themselves so they can ultimately become independent learners. The following points provide guidance on how to effectively deal with students’ questions without needing to give answers.

1. A student(s) asks for help or a PASS Leader asks a student(s) what they need help with.
2. Listen carefully to the student’s question and make sure you understand what he or she needs help with. Then try the following techniques to get the student onto the right track:

* Ask effective and probing questions, then wait and see what they say or do next before deciding how to answer.
* When and where possible, try to redirect their questions back to other students.
* Use the questioning technique ie. Bloom’s taxonomy of questioning
* Suggest where they can find the answers e.g. ask “have you looked in Moodle for lecture notes, instructions, etc”. If what they need isn’t on Moodle, suggest “where else can you find it?” or “try Googling it and see what you can find? Let’s have a look together…what can you see here? Anything useful”?
* Demonstrate an example of how you approached a problem e.g. “To tackle this problem, I tried doing it this way…now you try working on this new problem for a while and I’ll come back to check in ten minutes”
* Explain something to the student and then ask them to repeat the process back to you (so it will become clear what they do understand and what they need to work on).
* If they don’t understand concepts or definitions, suggest they read the appropriate texts or course materials and come back to check if they have understood – pair or small group work is a good way to deal with this too. Suggest they refer to dictionaries or glossaries for meanings of words, key terms or jargon if they don’t understand.
* See PASS handbook section 8. Techniques for encouraging participation on pp. 38-41.

1. If the student has given the correct answer or is on the right track, praise them for finding it themselves e.g. “yep that’s correct, well done! Now what do you think you need to do next?” Keep acknowledging what the student has done well, and keep encouraging their ability to learn e.g. “Good work, see you can do it! Keep going”.
2. Manage your time – try not to spend too long with one student. If you think a student needs more time, ask them to work on something on their own (or in a pair or small group) and tell them you’ll come back in 10 minutes to check in to see how they got on.
3. It is okay to be flexible with new students – there may be some instances where **you** **might need to give a direct answer** e.g. if a student has never used a computer before, you might need to show them where certain commands are, or how to use their mouse, or if a student has never used a course text book before, you might need to demonstrate how the book is organised ie. table of contents, chapters, glossary for important terms and definitions etc.
4. Contact the PASS Coordinators if you would like further guidance.