



Here 2 Help

Adult Literacy & Numeracy

Volunteer Guidelines

Here 2 Help Volunteer Guidelines

Thank you so much for volunteering with Here 2 Help, an adult literacy and numeracy hub that is a collaboration between the Bega Valley Shire Council and TAFE NSW. **Carol Holden** is the facilitator and her contact details are:

M: 0439 658 483

Email: carol.holden@tafensw.edu.au

This program aims to remove as many barriers to learning as possible for the participants. There are no enrolments or assessments, just one-on-one help with whatever the participant wishes to work on. The program also aims to give as much flexibility as possible to volunteers. We aim to have a large pool of volunteers so that people can feel free to take time off without worrying they are letting anyone down.

Please ensure Carol has your email and phone number and a list of any skills you do or do not feel comfortable teaching.

Volunteer requirements

- All volunteers need a current Working With Children Check. This is available free for volunteers through Service NSW.
- All volunteers must have a Police Check via Service NSW. This will be organised by Bega Valley Shire Library as part of the induction process.
- All volunteers will need to participate in a volunteer induction through the Bega Valley Shire Library. If appropriate, you can use these volunteer hours towards Centrelink commitments.

So that everyone feels comfortable and to make sure we act within legal and ethical boundaries we have co-designed the following guidelines.

Maintain clear boundaries of assistance

- If you don't feel comfortable with a participant let the facilitator (Carol or other appropriate person) know and we will match you with another participant.

- Keep all information strictly confidential. We might discuss situations together as a learning tool but it must not leave the room. Participants may not wish anyone to know they are accessing the service so may not even want to acknowledge you in the street.

All volunteers are expected to adhere to Bega Valley Shire Council's Code of Conduct and confidentiality and privacy obligations (part of induction).

- We are here to help with literacy and numeracy and perhaps some technology. Nothing else. Anything else should be referred on. Pass on personal issues beyond literacy and numeracy to Carol (or other appropriate person).

If asked to do something outside the scope of our brief you can say something like, *"I'm sorry. We have strict rules of what we are allowed to do as volunteers here. We can only help with literacy and numeracy tasks. Let me ask my supervisor to see if she can find the right person to help you."*

- Here 2 Help is not an appropriate place to express political or religious views. You may be interacting with vulnerable people and this could be considered coercion.

Technology support

- Support provided must remain **advisory only**.
- Volunteers may **guide**, demonstrate steps, or help participants understand processes but participants must **enter their own information**.
- At no time should volunteers request, handle or view personal login details or passwords.
- Assistance must take place in open, visible public areas to maintain transparency and reduce risk.
- No personal information from participants should be recorded, copied or retained in any form apart from that required to run the program effectively. Participants should be informed what information is being

collected about them and how this information will be used by Bega Valley Shire Council and TAFE NSW.

- Promote safe digital practices by encouraging participants to:
 - Create and manage their own secure passwords.
 - Log out of accounts before leaving a computer.
- Seek support when needed. If you are uncertain about helping a participant with an online service or feel a situation falls outside your role, please:
 - Refer the participant to the official service provider such as MyGov, Service NSW.
 - Check in with the facilitator or senior library staff member.

How 2 Help

Participants will be interviewed briefly on arrival so that they can be assigned to an appropriate volunteer in terms of skills and general 'fit.' Feel free to refuse any participant you don't feel comfortable with, especially if you already know them. It may be easier for the participant to work with a stranger and it's easier to maintain professional distance. Once you greet them try to make them feel as comfortable as possible, especially if it is their first time. They are likely to be feeling very anxious.

Ask your participant what they want help with and try to get as specific an answer as possible.

- Which parts of this are you struggling with?
- Which bits are you confident with?

They may have documents with them that you can use such as forms for work. Remember these will be confidential too. If they haven't brought them along encourage them to do so. You can photocopy and blank out confidential details. We will have folders available for returning participants to keep their work in and bring along to further sessions.

Some people may have more general goals and you may wish to use the resources supplied or resources from the library. Feel free to ask for advice on what to use. In your spare time familiarise yourself with the resources located

on the Here 2 Help webpage on the Bega Valley Shire Library website

<https://library.begavalley.nsw.gov.au/>

Carol is available to help you find suitable materials to use with your participant.

Record what you worked on with your participant (include their name!). Another tutor should be able to read your notes and continue tuition seamlessly from there. **We need to keep data so that we can tailor our services appropriately, for aggregated reporting and for funding applications.**

Remember: records must be kept confidential.

Example of participant record keeping sheet

Participant Name	Tutor Name	Date	Worked on	Resources used

Teaching Adults

Please note that teaching adults is very different to teaching children. Adults come with a lifetime of experience, will have knowledge and have developed strategies. The last thing these learners want is to feel that they are back in school. For many Here 2 Help participants, school was a negative experience.

The Six Adult Learning Principles

<https://www.youtube.com/watch?v=vLJ7cRwKI-I>

CORE ADULT LEARNING PRINCIPLES

- **Learner's Need to Know**
 - Need course goals/topics: answer why, what, & how
 - Want engagement in collaborative planning process for own learning: provide options when possible

- **Self-Concept of the Learner**
 - General desire to be autonomous & self-directing
 - Encourage life-long learning skills whenever possible

- **Prior Experience of the Learner**
 - Recognize and understand previous experience type & quality to use as a resource and to build upon

- **Readiness to Learn**
 - Need to see relevancy/usefulness to real life (now)
 - May need changing levels of assistance/scaffolding

- **Orientation to Learning**
 - Prefer problem-solving learning orientation
 - Prefer experiential (hands-on) learning

- **Motivation to Learn**
 - More intrinsic, internal satisfaction
 - Importance of personal relevancy now

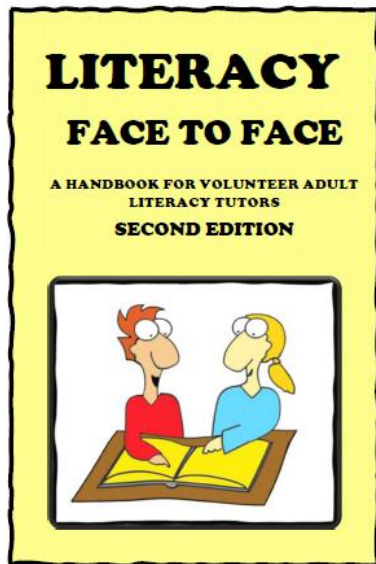
Dirived from (Knowles, Holton, & Swanson, 2005)
- incorporated with additional explanation (Anders, 2019)



Infographic from **The Army Learning Concept, Army Learning Model:**
the book: **A Guide to Understanding and Implementation**

Tutor Training

Please ensure you grab a copy of the tutor training manual **Literacy Face to Face** and read it in your free time. It's a large manual so take it one bit at a time. The first section is particularly important.



Formal Training

Tutors need to complete an online volunteer tutor training program. Our provider is Tas TAFE and this short course provides a good foundational start to learn about adult tutoring. The course is designed for independent learning. We will refund the \$110 fee if you send the receipt and certificate of completion.

Send your receipt and certificate of completion to library@begavalley.nsw.gov.au and request the reimbursement form.

Access the course at:

[NONC0245A-V01 - Understanding Adult Tutoring | TasTAFE](#)

<https://www.tastafe.tas.edu.au/courses/course/nonc0245a-v01>

For more information phone 1300 655 307.

Mandatory viewing for all volunteers - Lost For Words on SBS OnDemand

This series gives a highly informative view on what people struggling with literacy skills go through and useful ways to help incorporate the principles of adult learning into your tutoring. Let Carol know if you are unable to access this yourself.



The screenshot shows the SBS OnDemand interface for the documentary 'Lost For Words'. At the top, there are navigation links: Home, TV Shows, Movies, Live TV, Sport, and Favourites. The main title 'Lost For Words' is prominently displayed in white text. Below the title, it is identified as a 'Documentary' with '1 season available', 'English' audio, and 'M CC HD' ratings. A descriptive paragraph states: 'Lost for Words follows eight brave Australians on a life-changing opportunity to transform their lives by taking part in an intensive nine-week long adult literacy program. Hosted and narrated by literacy advocate Jay Laga'aia, it is an empowering and uplifting observational documentary that confronts Australia's staggeringly low adult literacy rate.' A 'Start Here' button is visible, along with 'S1 E1: Episode 1' and a '1m remaining' indicator. A small thumbnail image shows a man (Jay Laga'aia) interacting with a group of people. At the bottom, it lists 'Subtitles: English' and 'Countries: Australia'.

Lost for Words shows the anxiety that our participants may feel. It takes enormous courage to come and ask for help, therefore tutors must show respect for this. Our role is to have endless patience and encourage our participants when learning is difficult. The participants in Lost For Words all talk about being made to feel stupid. Our role is to help overcome this.

Thank you

Thank you for volunteering for Here 2 Help. We hope you find it very rewarding. The results of your efforts will not only benefit the individuals you teach but their children, partners, family and friends as well as the wider community. It is the gift that keeps on giving.