



Here 2 Help

Adult Literacy & Numeracy

Here 2 Help Volunteer Guidelines

Thankyou so much for volunteering on Here 2 Help at Tura Marrang Library: an adult literacy and numeracy hub that is a collaboration between the Bega Valley Shire Council and TAFE NSW. **Carol Holden** and **Cayce Hill** are the facilitators of this project and their contacts details are:

Carol: M: 0439 658 483 Email: carol.holden@tafensw.edu.au

Cayce: M: 0425 314 023 Email: cayce@funhouse.studio

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

Here 2 Help at Tura specifically targets women with a first language other than English, who may attend with their children. These women may be quite isolated and the aim of the project is not only to improve English language skills, but to provide connection. Volunteers will be needed to engage the children as well as the women. Because of cultural sensitivities we require female tutors for this project, but welcome any other genders to volunteer at the Bega Here 2 Help on Thursdays 2.30 to 5pm.

We will try to help the women identify their learning goals and provide tuition specific to these. These goals may include things like: to improve general conversational skills, to improve functional English to be able engage with the community, to pass English language tests for visa applications, to pass the learner driver test, to pass other courses such as TAFE courses they are undertaking.

The project 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.

Requirements

- All volunteers will need a Working With Children Check. This is available free for volunteers through Service NSW.

- All volunteers will need to undergo a volunteer induction by the BVS Library. If appropriate you can use these volunteer hours towards Centrelink commitments.

In order for everyone to feel comfortable and ensure we practice within legal and ethical boundaries we have co-designed the following:

Boundaries

- If you don't feel comfortable with a client let the facilitator (Carol or other appropriate person) know and the client will be assigned a different tutor.
- Keep all information strictly confidential. We might discuss situations together as a learning tool but it must not leave the room.
- If your student asks for help on anything other than learning English and you don't feel comfortable with this, just pass it on to Carol and she will deal with it.
- It is not an appropriate place to express political or religious views. We may be dealing with vulnerable people and this could be considered coercion.
- Please note that as volunteer tutors you are only covered by insurance for your work at the library. Any excursions are outside of this scope. If you choose to give any of the students a lift or engage with them socially Here 2 Help insurance does NOT apply to these activities.

How 2 Help

Clients 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 client you don't feel comfortable with. 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.

Women attending with children may be interrupted by their children, which can be frustrating. It's important make the women feel these interruptions are ok, and they are encouraged to keep attending. Also note that there are often cultural differences in the way we deal with children and we must respect these.

Volunteers looking after the children must be aware of where the children are at all times. The children must not leave the back room without being accompanied by a volunteer. To reduce the amount of noise we will try to seat the parents as close to their children as possible and women without children can have tutoring sessions anywhere in the library.

Ask your client what they want to learn and try to get as specific an answer as possible. We want to identify their learning goals so we can tailor the sessions to their individual needs. We will have folders available for clients intending to return to keep their work in and access at further sessions.

Some people may have more general goals and you may wish to use the resources I will supply or books etc 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 library page. There is a whole section on English as an alternative language, the Be Connected online courses may also be of interest. Carol is available to help you find suitable materials to use with your student.

Make records of your clients' names and what you worked on. 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 and use this information to apply for grants. Records must be kept confidential.

Example of student record keeping sheet

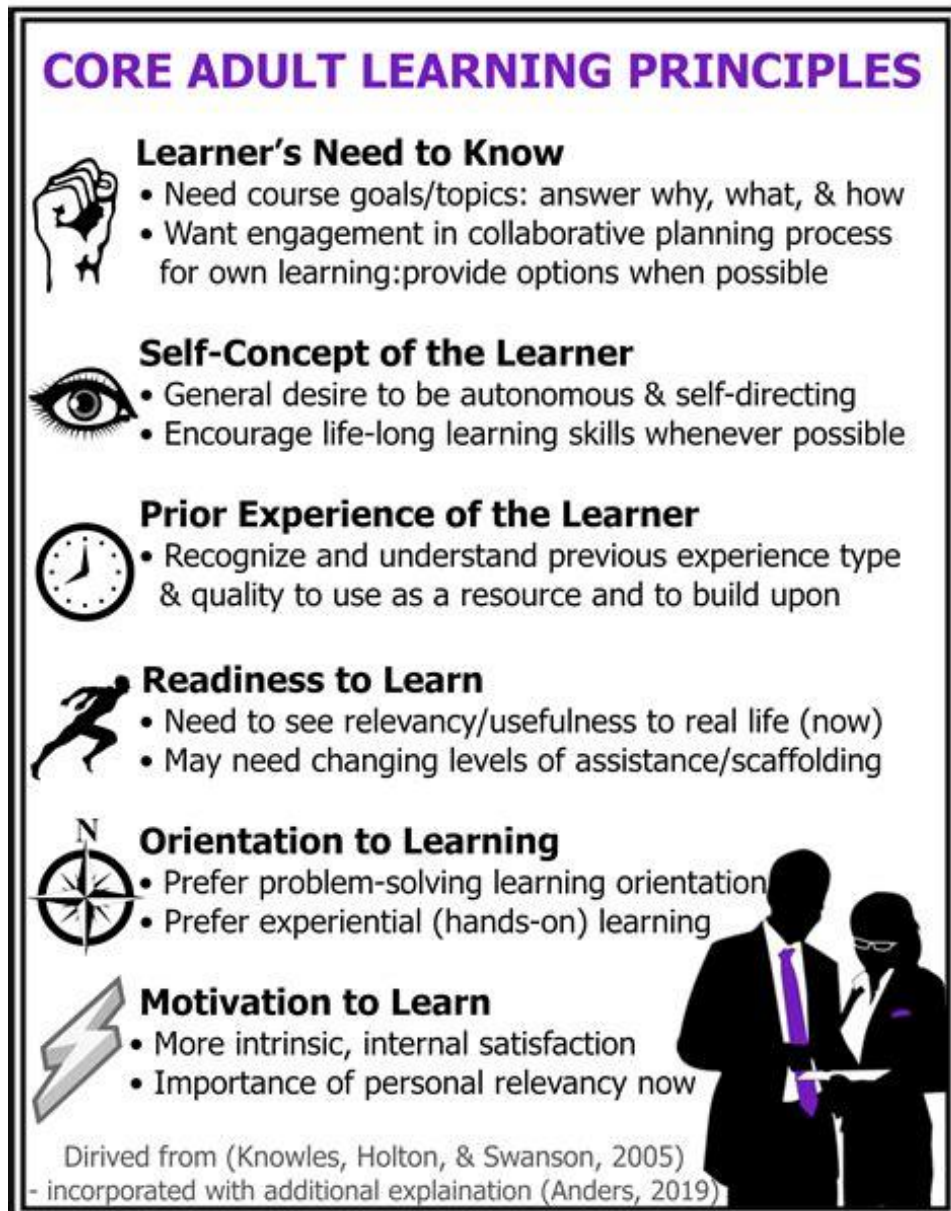
Client Name	Tutor Name	Date	Worked on	Resources used

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 Six Adult Learning Principles

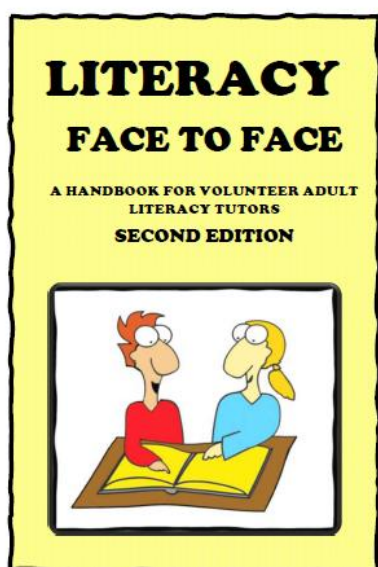
<https://www.youtube.com/watch?v=vLJ7cRwKI-I>



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 and there is a section on Teaching English too.



Formal Training

Tutors need to complete an online volunteer tutor training program. Our provider is Tas TAFE. Please see excerpt from the email below for details of how to access the course. We will refund the \$110 fee if you send the receipt and proof of completion. The reimbursement forms are on the Here 2 Help page of the Bega Library website..

Hello Carol

Thank you for getting in touch.

TasTAFE offer a couple of training of options for our interstate colleagues. All can be viewed here [CHCSS00101 | TasTAFE](#) but I'll explain a bit.

We are about to commence another enrolment round for the full Language, Literacy and Numeracy Tutor skill set (CHCSS00101). It is a rigorous course with the most contemporary information out there on tutoring adults. People who complete this course come away with a thorough and solid understanding of explicitly how they can support an adult learner. The cost can be prohibitive however, which is why we created a non-accredited short course (\$110) [NONC0245A-V01 | TasTAFE](#). The short course has been built out of the full skill set to provide someone with the beginning knowledge they would need to get started in tutoring. It is a great place to start learning about adult

tutoring and is quite reasonably priced. The consideration is that it is designed for independent learning only. There is no teacher interaction or support.

Both options are fully online.

Please don't hesitate to call if you would like to discuss further.

Kind regards

Kirrily Loveday

Education Project Leader – Foundations | TasTAFE

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Mandatory viewing for all tutors: **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 that incorporate the principles of adult learning described above into your tutoring. Let Carol know if you are unable to access this yourself.



Lost for Words shows the anxiety that our clients 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 clients 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.

Once again: Thankyou for volunteering for Here 2 Help. I'm sure you will find it very rewarding and the results of your work 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.