

VOLUNTEER POLICY

Glasgow ESOL Forum 2019-2020

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ABOUT US

Glasgow ESOL Forum exists to provide learners across Glasgow with high quality English language tuition and support for their integration into local communities; recruiting, training and supporting volunteer ESOL tutors and sharing the organisation's practices with our partners and ESOL providers across Scotland.

It does this by:

- Setting up ESOL classes in partnership with other charitable organisations in areas with high demand for ESOL provision
- Providing learners with quality ESOL lessons tailored to meet their needs Informing learners about and encouraging their participation in community events
- Recruiting and training qualified ESOL tutors and providing them with ongoing support and regular training opportunities

VOLUNTEER TUTOR PROJECT

The Volunteer Tutor Project aims to support marginalised adults to learn or improve their English. Our learners may be refugees, asylum seekers, migrants from EU countries and around the world or non-native speakers who are have been settled in Glasgow for many years.

Many of our learners face barriers to learning which we will discuss further in the induction. Having the opportunity to improve English skills in a friendly environment supports learners' integration into their local community and assists in building their confidence, self-esteem and their general well-being. The project particularly aims to provide learning opportunities for adults who are unable to attend college for family or personal reasons or are currently on waiting lists for mainstream provision. It is our aim that learners who would like to progress to further education or training do so and for many attending your classes that might be the first step.

In Glasgow, learners may have to wait for a considerable length of time before being allocated a college place. Glasgow ESOL Forum and several other ESOL providers, such as church or community groups, work hard to create a variety of opportunities to learn English. We are keen to make sure our learners know about these groups. If our opportunities do not suit your needs as a volunteer tutor, we will be happy to pass on details of other organisations.



WHY VOLUNTEERS ARE IMPORTANT TO US

The demand for ESOL classes in Glasgow far outweighs the places available in college classes. Without the work of our volunteers, meeting the needs of ESOL demands in Glasgow would be even more challenging. Whether learners can't access college, or if they are simply waiting for a place, our volunteer tutors ensure that all learners can access high-quality classes and develop confidence within their communities.

Our volunteers are so important to us because:

- They are flexible, which is crucial in unpredictable drop-in classes
- They are passionate about welcoming people to Scotland and helping them integrate within their communities here
- They are diverse, and in turn are equipped to meet the diverse needs of our learners

We believe that volunteering should be a mutually beneficial experience. Our volunteers benefit from:

- The knowledge that they are making a difference to their learners' lives
- Full-time support from development workers
- Access to a wide range of high quality ESOL resources
- Regular training and teaching practice leading to improved employability

OUR RECRUITMENT PROCESS & INDUCTION

Recruitment of volunteers will generally be from all sections of the community, and will be in line with Glasgow ESOL Forum's Equal Opportunities Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with Glasgow ESOL Forum should hold appropriate qualifications and be available at the times that the classes take place. All volunteers are asked to complete an application form and to supply two references, one of which is teaching related. They will be invited for an interview with one of the Development Workers. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss other voluntary options with other organisations in Glasgow.

Volunteers with Glasgow ESOL Forum are likely to come into contact with 'vulnerable' people and/or be in a position of trust. They will therefore be asked to provide information about any criminal convictions via a self-disclosure form that is completed prior to starting volunteering. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Before you begin your volunteering with us, you will attend 2 half-day induction sessions. You will be notified via email about the dates and times of those sessions if your initial interview is successful and we have received both of your references.

DEVELOPMENT WORKERS

You will be assigned a development worker who will support you throughout your time volunteering with us- either Fergus, Dinushriya or Aimee. You can contact them at any time for any advice and support that you feel is needed to enable you to feel confident in your role. This includes for help lesson-planning, finding appropriate resources, or printing materials.

Your development worker will attend community classes to help with the organisation of the class and to register new learners. If you have a 1-1 match, they will occasionally organise a visit to your class to check-in (this will be arranged in advance with you.)

Fergus, Dinushriya and Aimee will also be responsible for organising training sessions throughout the term, so if you have any particular training needs, please let them know.



Fergus Andrew
fergus@glasgowesol.org



Dinushriya Spybey
dinushriya@glasgowesol.org



Aimee Skelton
aimee@glasgowesol.org

EXPECTATIONS

What you can expect of us

- To gain invaluable experience teaching motivated learners from all over the world in our busy community classes or in one-to-one matches.
- Initial and ongoing CPD training sessions with the chance to share good practice with other tutors
- Access to a well-stocked library of teaching materials and resources, as well as photocopying facilities
- Access to the Glasgow ESOL Forum online resources
- The opportunity to observe other tutors pending their consent as well as the opportunity to have your lessons observed and receive feedback
- Travel expenses up to the value of £6.50 per day
- To be kept informed about other ESOL teaching opportunities in Glasgow and Scotland
- To be a part of a professional ESOL organisation which has links to the wider ESOL community in Glasgow
- To be provided with references for job opportunities during or after your volunteering period is completed

What we expect of you

- Arrive on time and well-prepared for your classes
 - Notify your development worker at the earliest available time if you are unable to attend a class
 - Dress appropriately to teach, avoiding revealing clothing, shorts and sportswear
 - Keep registers and term plans up-to-date
 - Attend training sessions where possible
 - Share your experiences and teaching ideas with other tutors
 - Treat all learners equally
 - Maintain professional boundaries with your learners
 - Report any concerns about your learners or classes immediately
 - Never accept gifts from your learners
 - Respect confidentiality with your learners: never share their personal information.
 - Never exchange personal contact details or have personal contact with learners outside of the class
 - Always ask for support if you need it- we are here to help!
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TEACHING RESOURCE LIBRARY

The Volunteer Tutor Project has a library of teaching resources at Glasgow ESOL Forum's office, 93-97 St. George's Road, Glasgow G3 6JA. Volunteer Tutors are welcome and encouraged to make use of this comprehensive library of teaching materials, course books, photocopiable lesson plans as well as theoretical information and background documents on asylum issues, teaching ESOL, refugee issues and ESOL Literacies.

Materials can be photocopied free of charge on the premises for class use relating to volunteering activities. Audio resources are also available. Some materials may also be borrowed for three week periods and must be signed out of the library.

The library can be accessed subject to prior arrangement with the Glasgow ESOL Forum who will be available for information and guidance. It is available to all volunteer ESOL tutors in Glasgow and the rest of Scotland. Suggestions for purchase and additions to the library from volunteer tutors are always very welcome

VTP ONLINE LIBRARY

The VTP Online Library can be found on our Google Drive and will be shared with you via email when you start volunteering with us. There, you can access a variety of materials and lesson plans for all levels, information about successful peer observations and information about events that may be relevant to your learners.

You are encouraged to upload your own material to the online library for other tutors to try with their learners. Additionally, if you hear of any interesting events around Glasgow, feel free to leave some information in the 'events' folder for others to share.

VOLUNTEER VOICE

Volunteers will be consulted in decisions which affect them. Glasgow ESOL Forum is committed to developing consultation and representational procedures for volunteers. At the end of each term, development workers will conduct a volunteer tutor meeting, which will allow tutors to offer feedback and suggest any actions to be taken. Tutors will also be asked to complete anonymous evaluation forms, which will be acted upon accordingly. Volunteers will be involved in consultations with relevant partner organisations. Volunteers will be notified immediately about changes in policies, such as expenses policies and volunteer policies.



ENDINGS

Volunteers who wish to finish their placement should discuss this with their named development worker and agree a finishing date. Glasgow ESOL Forum expects that, where possible, volunteers will give sufficient notice to allow a replacement tutor to be found and avoid a gap in provision. Outgoing volunteer tutors are expected to leave completed, up-to-date paperwork such as term plans and group profiles to be handed over to the new tutor.

Subsequently they will be given an exit questionnaire to complete, summarising their experience with Glasgow ESOL Forum and helping us improve our Volunteer Tutor support in the future.

Glasgow ESOL Forum will be happy to provide references for tutors who have finished their placement satisfactorily.

Tutors will be asked if they still wish to receive emails from Glasgow ESOL Forum with details of training opportunities and cover requests.

Hard copies of tutors' files will be archived and destroyed one year after the last contact made with the organisation.



EQUALITY, DIVERSITY AND INCLUSION POLICY

We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation. We aim to ensure that all people, irrespective of their age, gender, disability, race, religion, ethnic origin, colour, social status or sexual orientation, have genuinely equal opportunities to participate in Glasgow ESOL Forum activities at all levels and in all roles.

As an employer and volunteer organisation, we aim to develop, promote and deliver our employment and training opportunities without discriminating on the basis of a person's race, disability, age, gender, religion or belief, sexual orientation or any aspect of an individual's background or heritage which is used as justification for unfair treatment. As a service provider, we are committed to ensuring that our services are accessible to all and responsive by ensuring our services users are aware of our services and that we deliver our services in ways that are sensitive to their needs.

We recognise that discrimination is unacceptable and will not tolerate direct or indirect discrimination. In pursuance of this equality policy, Glasgow ESOL Forum will: Take, or support, positive action to eliminate individual and institutional discrimination: Comply with its legal obligations Work towards the equitable provision of its services Avoid disadvantaging any person by conditions or requirements that cannot reasonably be justified Embed equality into all Glasgow ESOL Forum, policies, plans and strategies

HEALTH & SAFETY

At Glasgow ESOL Forum, we are committed to ensuring your well being and safety whilst you are volunteering, and we expect you to cooperate with your development worker to create the safest environment possible for your learners. We will take all reasonably practicable steps to ensure volunteers' health, safety and welfare while at work in accordance with our Health and Safety Policy. Please report any incidents or dangerous circumstances immediately to your development worker, whether or not injuries have occurred.

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) POLICY

At Glasgow ESOL Forum we believe that to teach ESOL effectively, we should be continually investing time and effort into learning and developing our skills and knowledge.

There are many ways in which you, as a volunteer tutor, could do this:

Glasgow ESOL Forum will provide:

- Regular training sessions on a variety of topics relevant to your role.
- Peer observation opportunities
- Through our “Swap shops” and access to VTP Online Resource library (via google drive), opportunities to share and glean resources from staff and other volunteer tutors
- The link below is for the VTP Online Resource Library:
https://drive.google.com/drive/folders/1zzOddC1kZRv_sXVNuAvMsHHtk1UMV4L_?usp=sharing
- Access to teaching materials in our library. As well as teaching material, there is a wide range of books on ESOL teaching available to borrow.
- We will also try to keep you up to date on relevant and free online courses, materials and teaching articles which are available online.
- The following websites have many useful resources and reading material:
 - <http://www.teachingenglish.org.uk/>
 - <https://busyteacher.org>
 - <https://esol.britishcouncil.org/content/teachers/staff-room>
 - <https://esol.excellencegateway.org.uk/vocabulary/EGaudienc/Practitioners>

We strongly encourage you to:

- take advantage of the resources and support available
- attend at least 2 of the training sessions which we run per year
- regularly set yourself teaching goals. You could do this by filling in the Setting Teaching Goals form provided or using another preferred method
- Chat to other volunteer tutors and your development workers. Share your experience and listen to their ideas and experience. There is so much we can learn from each other!
- Keep a record of your CPD using the CPD log template provided
- Join NATECLA (A National English Teaching Body) if you wish to. This does cost £20 per year for volunteer teachers but you get a lot of benefits including access to periodicals, which you can find out more about on this link here :

<https://www.natecla.org.uk/content/480/Benefit-of-Membership>

Setting Teaching Goals

Name _____

Date _____

Brainstorm: are there any areas you want to improve in your teaching practice this term? Now, pick one.	
What do you need to do to make it happen?	
Why did you pick this goal?	
What kind of support do you need to reach this teaching goal?	
How will you know when you've reached it?	

End of term follow up

Date: _____

Were you able to meet your goal?	
What helped you accomplish this goal?	
In what ways has your teaching practice improved?	
Looking ahead to the next stage of your teaching practice, what areas do you want to develop now?	

COMPLAINTS POLICY

Glasgow ESOL Forum aims to create a work environment where volunteers feel valued in their role. GESOLF recognises that there may be occasions when volunteers have concerns or grievances and this procedure enables individual volunteers to raise these concerns formally. The procedure aims to provide an open and fair way for volunteers to make complaints and to resolve issues quickly before they become a serious problem.

FIRST STAGE

Prior to submitting a formal complaint, complainants should discuss the matter with their named worker in an attempt to resolve the matter informally.

SECOND STAGE

If a complainant remains dissatisfied after making a reasonable attempt to resolve the complaint through an informal process, he/she shall have the right to continue onto the next stage as detailed below.

1. The details of the complaint should be put in writing and the complaint will be submitted to a manager or, where the complaint involves the manager, to the chairperson of our Board of Directors.
2. The manager/chairperson shall normally be responsible for conducting the investigation into the complaint but where it is anticipated that an investigation may be complex or sensitive, he/she may appoint an investigator to conduct the investigation on his/her behalf.
3. The investigation of a complaint shall normally commence within 10 working days of receipt of a complaint. As far as is practicable, all parties shall be informed every 10 working days of the progress of the investigation.
4. A copy of the complaint shall be sent to the person(s) against whom the complaint is raised and a written response shall be requested.
5. Meetings will be held between the manager/chairperson and the complainant as well as the person(s) against whom the complaint is being made.
6. Where the complaint is upheld in whole or in part, the manager/chairperson shall determine or recommend:
 - (a) A course of action which he/she considers to be fair in the circumstances or
 - (b) That the complaint may have merit but would be better considered in another forum
7. At the end of the investigation, the member of staff responsible for the investigation shall write to the complainant and, any person(s) complained against, stating the outcome of consideration of the complaint, the reasons for any decision reached and a statement of any action or actions arising from consideration of the complaint.

The complainant may be represented by a formally appointed representative. It is expected that the complainant will attend in person any meeting concerning the investigation of the complaint.

EXPENSES POLICY

The Volunteer Tutor Project will reimburse travel expenses incurred through volunteering activity – tutoring, attending training or support meetings. Where possible, we expect volunteers to take the most cost effective method of transport. In general, expenses are capped at £6.50 for a return journey unless volunteers are attending a special event. On these occasions, reimbursement of expenses will be agreed by the manager. If you need us to consider a higher payment to cover your expenses, this will be considered by the manager on a case by case basis.

Public Transport

Where possible, the Glasgow ESOL Forum encourages volunteer tutors to use public transport and expenses will be reimbursed on receipt of a bus/train ticket. Volunteers with travel passes will be reimbursed at the rate of a return ticket. Where paid by direct debit, please discuss with your named worker and provide evidence of a payment. Reimbursement is capped at £6.50 unless by prior agreement.

Car use

Mileage will be charged at 40 pence per mile. Again, this is capped at £6.50. The Glasgow ESOL Forum will not reimburse parking or any parking fines.

Payment

To claim expenses, please fill in a 'Volunteer Expenses Form', sign it and attach any tickets. For administration purposes, you must claim expenses no more than 3 months of expenses at any one time. Please claim at the end of each term. However, should you require more frequent reimbursement, please discuss this with your development worker. Travel expenses will be paid out by cash, by cheque or via BACS transfer and the volunteer tutor will sign a petty cash receipt to confirm receipt of cash. Any bank details you give us will be kept securely on our bank system and available to our finance worker and managers. These will be deleted after you leave the project.

For BACS payment, submit expenses by 15th of the month, for payment at the end of the month.

- If a volunteer tutor is placed with a partner organisation, it lies within these organisations' responsibilities to cover for travel expenses incurred by volunteering activities for this organisation.
- Any unclaimed volunteer expenses are added to the general volunteer expenses budget, which contributes to volunteer events or training.



SOCIAL MEDIA & PHOTOGRAPHY

- You are encouraged to follow our social media accounts to keep up-to-date with news, community events and ESL information. Our social media accounts are:
Facebook- Glasgow ESOL Forum Instagram- glasgowesol
- You are encouraged to share information about our classes such as adverts, posters, class information and community events on your personal social media
- You must never share personal information about learners or other tutors on social media
- Your development workers may take photos of the classes for social media publicising. Any photographs taken of learners' faces will be consented to prior. Volunteer tutors should never take photos of learners on their personal devices, under any circumstances.

CONFIDENTIALITY & DATA PROTECTION

Learners' Information

Remember that the people you are working with are often in the middle of an application for asylum or are in the process of building a new life. Be aware that personal information should not be discussed outside your volunteer placement. If you are concerned about a situation, please contact your named worker for advice in the first instant. With learners' permission, we may contact a third party for advice or support. In situations where you are concerned about someone's immediate safety, please contact your named worker, or the manager. Issues of child protection may override any individual's confidentiality.

Volunteer Tutors' Information

We will treat all the information you give us confidentiality as outlined in our policies and procedures. Staff on the project have access to this information and will not share it without your permission or consent. Never exchange personal contact details with learners, your development worker can communicate with learners on your behalf. It is crucial that we have your correct, up-to-date contact details.

Our GDPR commitments

We promise to collect, store and erase your personal data in compliance with GDPR legislation. You can find our full GDPR policy on our website.

VOLUNTEER AGREEMENT

This agreement is non-binding and doesn't represent a contract of employment. This agreement outlines our commitment to supporting you and ensuring that your volunteering experience is both positive and rewarding. The following has been agreed between you and Glasgow ESOL Forum:

Responsibilities

Your main responsibility is to be a Volunteer ESOL Tutor as detailed in the Volunteer Tutor Role Description. You are agreeing to carry out your role to the best of your ability and within the aims and values of Glasgow ESOL Forum.

Time Commitment

Following initial induction and training, your agreed time commitment is until you give us notice. Glasgow ESOL Forum kindly request that you give a minimum of two weeks' notice, where possible, of your intention to finish your voluntary placement, which allows time to find a replacement tutor.

Support & ongoing training

Glasgow ESOL Forum agrees to fully support you as a volunteer ESOL tutor. Development Workers are available for continuous and regular support with you while you are volunteering with us, either by email, telephone or arranged 1:1 sessions. This will help you get the most from your volunteering, allow you to raise any issues you wish to talk about and help identify any relevant training opportunities. Glasgow ESOL Forum will communicate with you primarily through email.

By signing this agreement, you are agreeing to act alongside our Volunteer Policies. Our detailed policies are available on our website at: <http://www.glasgowesol.org/Resources> I agree with the statements above.

Signed.....(Volunteer) Date.....
Signed..... (Development Worker) Date.....

THANK YOU

for joining Glasgow ESOL Forum



your hard work develops our learners' language skills and confidence, helping them to live more fulfilling lives
