

Working with Volunteers in ESOL Provision

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Overview and Aims

Today we will:

Challenge notions about volunteers in ESOL delivery

Provide **background** of Glasgow ESOL Forum's Volunteer Tutor Project and sharing good practice events taking place in Scotland

Engage in practical problem solving: volunteer tutor support scenario

Share ideas with other practitioners working with volunteers

Warmer:

Introduce yourself to your neighbours

Hello

Good
afternoon

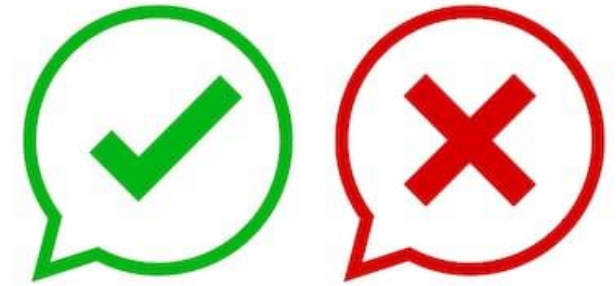
Hi!



2 minutes

Warmer: Agree, disagree, don't know

1. *Anyone that can speak English can teach English*
2. *Volunteers are a free resource*
3. *Volunteers require more support than paid staff*
4. *Volunteers have a positive impact on ESOL learners' lives*



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10 minutes

About Glasgow ESOL Forum

Our Vision

We see Scotland as a welcoming place where non-native English speakers have the language skills and confidence to live fulfilling lives.

Our Mission

We provide accessible and relevant ESOL (English for Speakers of Other Languages) learning opportunities for adults, supporting integration, employability and personal development.

We support ESOL practitioners and learners to have their views heard.

We welcome all non-native English speakers, including asylum seekers, refugees, economic migrants and members of settled communities.

Glasgow ESOL Forum

ESOL for
Work Project

The diagram consists of two blue rounded rectangular boxes, one on the left and one on the right. A thin blue arc connects the top of the left box to the top of the right box, and another thin blue arc connects the bottom of the left box to the bottom of the right box, forming a partial circle around the space between the two boxes.

Volunteer
Tutor Project

Volunteer Tutor Project: a closer look



- **45** current volunteers reaching **150** learners per week in **8** community classes and **6** individual matches
- **CELTA/TESOL** trained volunteers
- **Development Workers** provide induction, on-going training/support and swap shops each term
- **National Remit** host 2 events per year on sharing good practice in working with volunteers

Report: *Working with volunteers in ESOL provision in Scotland*

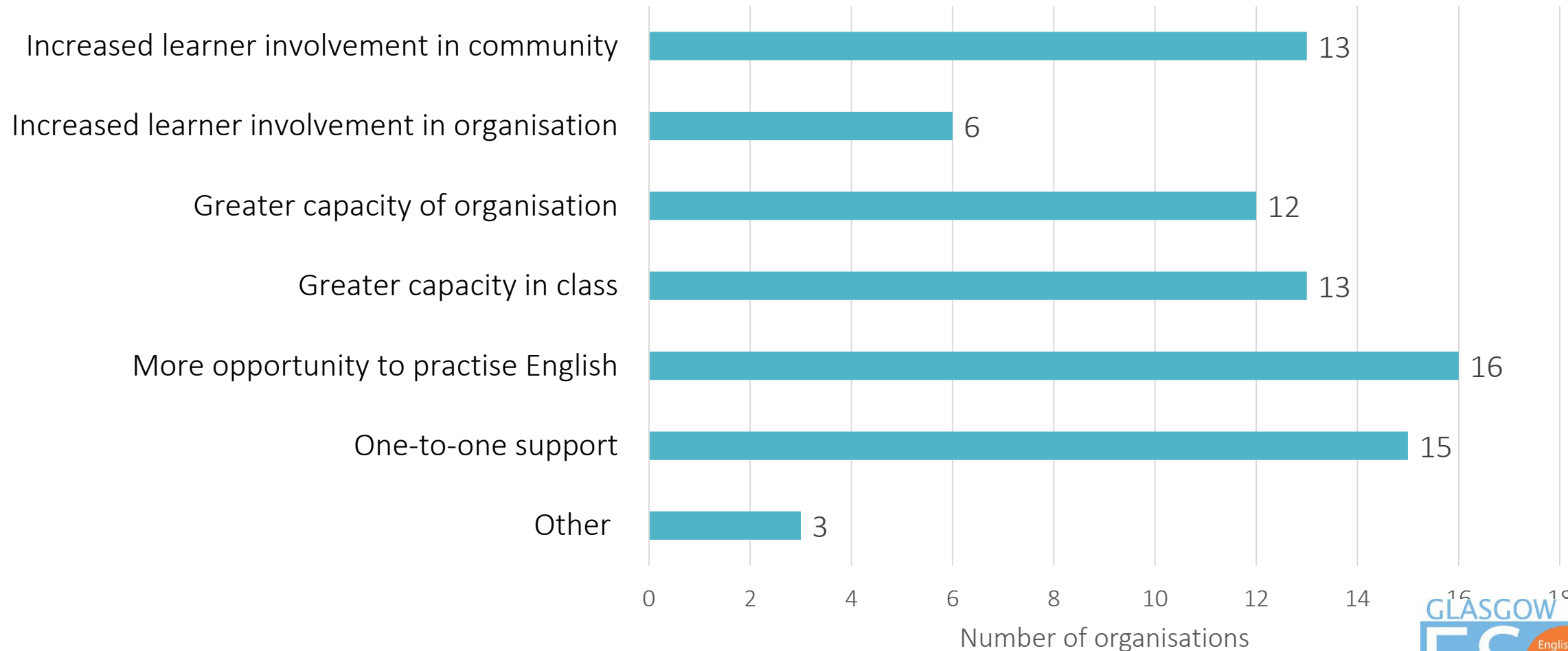
- Glasgow ESOL Forum produced a report by consulting volunteer coordinators across Scotland in 2018:
 - Volunteer Roles
 - Recruitment and Induction
 - CLPL and Support
 - Progression
 - Minimum Requirements
 - Policies and Procedures
 - Retention
 - Learner Impact
- Continue to host 2 events per year aimed at volunteer coordinators

Report Summary

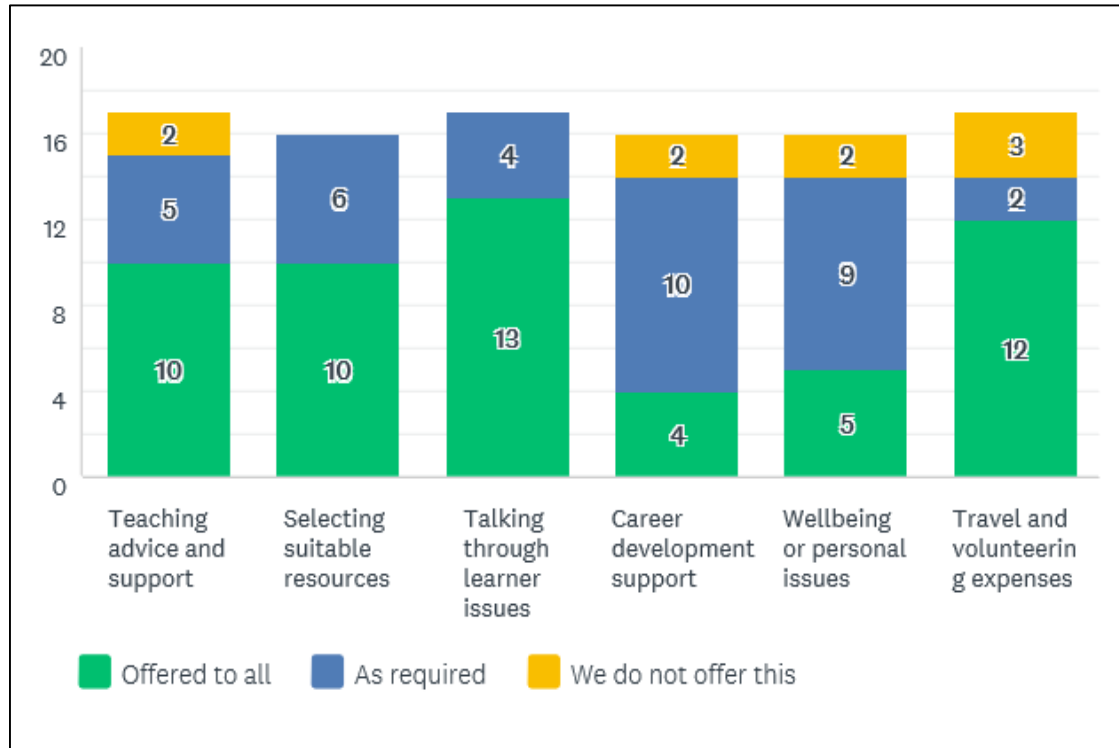
- Volunteers supporting ESOL provision in a **variety** of roles
- Volunteers are working mostly with **lower level learners**
- **Wealth of experience** in supporting volunteers
- Organisations make **good use** of qualified volunteers
- Volunteers often are or end up **working** in ESOL
- Organisations offer **CLPL** and would do more if they could
- Resources can be a **barrier** to providing support & ensuring effective policies and procedures.
- **Positive impact** on learners

Learner impact with volunteers' contribution

Impact of involving volunteer ESOL tutors (out of 16 respondents)



Volunteer Support

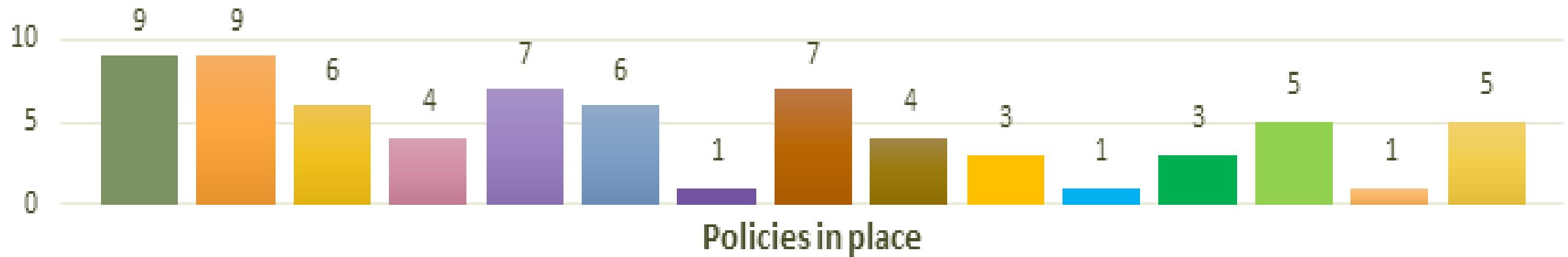


Types of support provided and frequency

- Organisations provide support in a variety of ways, most notable by **talking through learner issues** and **teaching/resource support**
- Organisations note they would provide more support if possible
- Supporting volunteers is a resource in itself

Volunteer policies across organisations

Number of organisations



- Volunteer role descriptor
- Volunteer agreement
- Volunteering policy
- Working in learners' homes
- Volunteer expenses policy
- Problem-solving policy
- Volunteer complaints policy
- Other
- Volunteer Handbook- includes volunteering expectations
- Policies for working with vulnerable adults
- Expenses policy
- Data protection policy
- End of volunteering policy
- Counselling out policy
- N/A

Positive Problem Solving

Consider a volunteer case study:

- What possible actions could you take to support/motivate the volunteer in their role?
- What resources could you use?

(Pass it on to the next group)



20 minutes



Positive Problem Solving

Example: Volunteer H

You notice that a volunteer tutor spends most of the lesson talking, not giving the learners much time to practise speaking.

- Possible Actions
- Resources



20 minutes



What do volunteers bring to ESOL provision?



Next steps

- Keep in touch! Follow us on

www.facebook.com/gesolf

www.twitter.com/gesolf

- Visit our website: www.glasgowesol.org for

- Volunteer Policies: <http://www.glasgowesol.org/volunteer-policies>
- Volunteer Coordinators: <http://www.glasgowesol.org/volunteers-co-ordinators>
- Women's Suffrage ESOL Materials: <http://www.glasgowesol.org/womens-suffrage-esol-materials>

Further resources

- NATECLA website (includes Dr Ruth Dawson's report 'A Snapshot of English Language teaching in seven voluntary sector organisations in 2017'
<https://www.natecla.org.uk/content/668/For-volunteer-ESOL-teachers>
- Sheffield Organisation for the Voluntary Teaching of English:
<http://savte.org.uk/>
- <https://www.futurelearn.com> for courses on volunteering with refugees and teaching English
- Education Scotland's National Improvement Hub
<https://education.gov.scot/improvement> (search ESOL)
- CLD Standards Council – Ethical Practitioners
<http://cldstandardscouncil.org.uk/resources/ethical-practice-competent-practitioners/>

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