

Contact us:

Southchurch Centre

Ambleside Drive,
Southend on Sea,
Essex, SS1 2UP

Belfairs Centre

Highlands Boulevard,
Leigh on Sea,
Essex, SS9 3TG

General information: **01702 445700**
Fax: **01702 445739**
Email: **generalenquiries@southend-adult.ac.uk**
Website: **www.southend-adult.ac.uk**
Student advisers: **01702 445700**



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**Thank you for your interest in volunteering
We look forward to working with you**



Volunteer Handbook

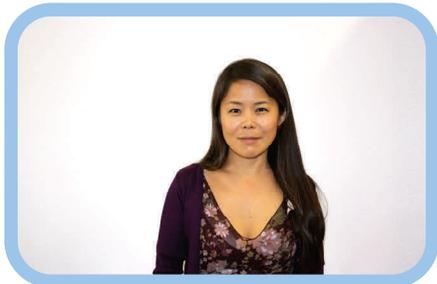
2014

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Our Vision is **AIM**ing higher through **PRIDE** in our work

Our vision is summarised through the acronym '**AIM**' which stands for **Ambition, Innovation and Motivation**.

The way staff, volunteers and governors approach their work can be described through the acronym '**PRIDE**' which stands for **Personal Responsibility In Delivering Excellence**.



Aki Irzaka-clark,
Volunteer of the Year
2013



Maths

The college is able to pay your travel expenses up to a maximum of 10 miles per return journey at 32p per mile or £3.40 return bus/train fare.

To guarantee payment you will need to claim promptly at the end of each month.

Complete a separate form for each month's expenses. Claim forms are available from reception at the Southchurch Centre. Please telephone the Foundation Learning office (**01702 445720**) if you experience difficulty in obtaining a travel claim form.

- fill in your name, address and postcode
- write the dates, times and place of your attendance.
For example: 21st May Home to Southchurch Centre "Everyday English" class 9.45-11.45
- note the mileage or the cost of your fares
- you will need to attach your bus or train tickets if claiming fares
- write the total claimed
- **SIGN YOUR FORM**
- ask the group tutor to initial your claim
- send it to the **Foundation Learning Office, Southend Adult Community College, Ambleside Drive, Southend, SS1 2UP**

Whilst we do not wish any volunteer to be out of pocket through offering their services to the college, we are unable to process retrospective claims for travel of more than one month. We are also unable to process forms which claim more than one month's travel on one form.



Agreement

In the college, tutors and volunteers work together as a team to promote high quality learning opportunities for all students irrespective of race, gender, sexual orientation, age, class or disability.

New volunteers experience a probationary period of six months in accordance with staff policy;

Volunteers should have:

- an informal talk with the Director of Foundation Learning prior to joining the scheme as a volunteer tutor and make visits to classes in order to make an informed decision
- a positive commitment to working in Foundation Learning (or other college areas by arrangement) for at least six months after training
- practical information relating to: Health and Safety, insurance, expenses and resources
- access and opportunities to initial training and specific in-service training opportunities, relevant to their subject e.g. English, maths and ICT
- support from the Head of Skills for Life and group tutor during training
- access to relevant and appropriate materials and resources
- regular feedback from placement tutors, Director of Foundation Learning and training team
- opportunities to meet other teaching staff and share experiences
- recognition as valued member of staff, albeit unpaid

SignedDate.....

Director of Foundation Learning



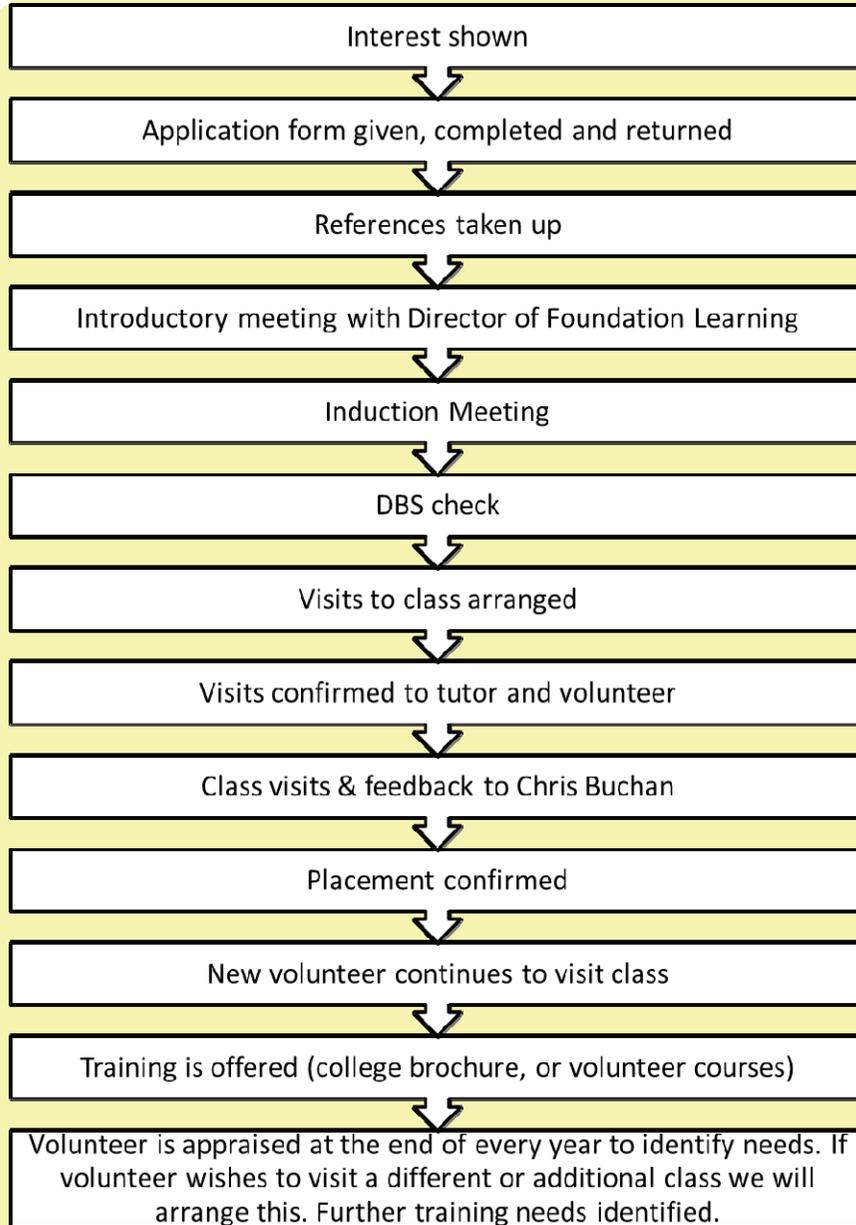
Volunteers are a vital part of our organisation. It is our aim to ensure everyone gets the most out of their time whilst at the college. As a volunteer you will become a part of a committed welcoming team contributing to a student's college life experience. We have opportunities that suit your needs and you'll get the pleasure of spending time with some inspirational students and tutors. You will have the following roles/responsibilities.

- to support tutor/students
- help individual students
- keep students motivated
- be available regularly
- be approachable
- communicate to tutor issues/problems
- stimulate thinking
- alter ways of approaching tasks
- to reassure students

Personal Qualities of Volunteers

- patience
- empathy
- good listening skills
- non-judgmental/discriminative
- discretion
- sense of humour
- receptive to students who need advice/ideas from their tutor
- problem solving – support
- imagination – approaches
- reflective





The college expects volunteers to:

- be punctual
- be reliable and give notice of absence
- be flexible and adaptable within a group
- respect confidentiality
- form equal relationships with students
- have an adult professional teaching approach
- liaise closely with students and tutor on all matters relating to students' learning programmes
- be willing to give written feedback in consultation with the student
- be aware of and share the same learning aims and objectives as the student
- be aware of and share same aims mission as the college
- foster, promote and encourage student independence
- have adequate training relevant to the subject
- attend brief, occasional meetings with the group tutor

Signed
(Volunteer)

Print
(Volunteer)

Date



Volunteer training is organised and available September to July.

Based on information needed/ identified by

- new volunteers
- appraisals
- staff meetings
- national Policies

The programme is issued in the first half-term of the year in September.

Volunteers have access to cross college training opportunities and these can be applied for using the Staff Development process (e.g. SD1 form).



Self Appraisals

Volunteers complete a Self-Appraisal Questionnaire at the end of the academic year and have the opportunity to request an appraisal with either **Sarah Holmes** or a member of the Foundation Learning Team.

Volunteer Forum

At the last Annual Volunteer Conference, volunteers identified the need for a forum to give them the opportunity to meet other volunteers, discuss good practice or issues and have their say.

In January 2013, the first forum took place, there was time to have tea, chat with other volunteers, discuss the quarterly volunteer newsletter and how the forum should be run. Forums will now run at regular intervals throughout the year.

Request Volunteer application form from the recruitment team on **vacancies@southend-adult.ac.uk** or phone **01702 445700**



Return completed form to recruitment team either in person (at reception), by email **vacancies@southend-adult.ac.uk** or by post to the Southchurch Centre



Informal group interview



Induction



Visit a class



Contact Foundation Learning Office on **01702 445720**



Regular placement in a group

(If you are accepted as a volunteer tutor and are placed in a group, please discuss any concerns with the group tutor in the first instance. Do not hesitate to contact the Foundation Learning Office should you require further advice and guidance in your placement).

It is important for all volunteers to attend volunteer training.

Guidelines for Visiting a Class

The following are only guidelines. Your role in the class should be discussed with the tutor in the first session and reviewed on a regular basis.

- please remember to observe confidentiality at all times.
- if you find that you know any of the students, please tell the tutor straight away and we shall make arrangements for you to visit a different group
- all our students are adults. Please ensure that relationships are of an equal, adult level
- turn up 10 minutes early for the sessions so that the tutor can explain the lesson and discuss what you should do. If possible, stay 5 minutes after the session to feedback to the tutor about the learner/s with whom you have worked
- tutors, volunteers and learning support tutors **must** wear badges to identify themselves
- in the first session, please introduce yourself to the tutor. You will then be asked to introduce yourself to the class and the class asked to introduce themselves to you
- in the first session, it may be a good idea to agree with the tutor that you just observe the class and only get involved when you feel comfortable
- you may be asked to work with an individual or a small group, or to support learner/s working within the whole group
- if you do not understand what you are required to do, please ask the tutor
- you can contribute as much as you wish to the class and its preparation. This is negotiated between you and the tutor

Guidelines for Visiting a Class

- be aware that tutors have different teaching styles and learners have different learning styles, so flexibility is important
- please make sure you have easy access to the session plan and scheme of work – so you can see where the learning is going
- we encourage all learners to be as independent as possible
- southend Borough Council Education Service has a policy of equality of opportunity. Everyone who works in the service, whether on a paid or voluntary basis, has a part to play in promoting that policy to ensure that nobody should feel disadvantaged due to gender, race, age, disability or social background

We hope that you enjoy your visit and that you will wish to continue to attend and be trained as a volunteer. However, this type of work is not appropriate for everyone, so please do not feel embarrassed, or disappointed, if you or we decide that your application should go no further. After your first class visit it is important that you contact the Foundation Learning Office on **01702 445720**. This will enable us to discuss your visit and arrange for you to be placed in a class as a regular volunteer.



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