

# Jaccari

time to teach



Volunteer Handbook  
2020/21

# Welcome to Jacari!

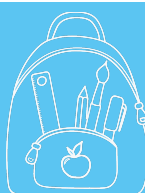
Thank you for choosing to volunteer with Jacari. We're delighted to have you on board. Together we can work towards creating a lasting positive impact for your pupil.

We hope you will find your tutoring experience rewarding and enjoyable. This booklet will help you make the most out of volunteering with us. **Please read it carefully and keep it safe.**

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"My Jacari lessons are fun and my teacher is kind. It teaches me more and when I go back to school I know it more. Thank you for helping me learn!"  
- Siham



## Get in contact

Jacari Bristol has two Coordinators: Anna and Aggie. They are your first point of contact for all things Jacari. Whether it's a question about your pupil, a particular resource you need, or anything else, we'd love to hear from you!

### Emails:

**bristol@jacari.org**

**anna@jacari.org**

**aggie@jacari.org**

### Phone:

**0117**

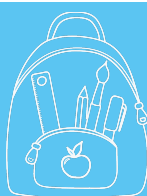
**3257913**

**Anna mobile: 07541 543259**

**Aggie mobile: 07835 154022**

### Office Address:

**7 Unity Street, Bristol,  
BS1 5HH**



# Your Responsibilities

## Staying in touch

Jacari tries to offer a large amount of support to its volunteers, so **please stay in touch** throughout the year. Regular feedback means we can solve any issues as soon as they arise, share information efficiently, and have a really strong message around what we do to share with our supporters - everyone's a winner!



## Logging your hours

The tutor log is the main mechanism for feedback. Each week, you will receive an email with a link to log your hours. We ask you to record when you have taught and you are invited to comment on what topics you have been working on. It only takes five minutes to complete and is immeasurably useful to Jacari, so please look out for this email.



# Safeguarding

## Safeguarding

Safeguarding issues occur extremely rarely for tutors. However, all tutors have a responsibility to keep children safe. You must keep safeguarding at the front of your mind, and regularly revisit the volunteer safeguarding guidelines for more information.

### **If you notice any indicators of abuse:**

Contact the Safeguarding team immediately using the details given below, even if you suspect there is a reasonable explanation - it is the Safeguarding team's job to decide if any further action needs to be taken.

### **If a child tells you about abuse:**

Allow the young person to speak without interruption. Do not ask further questions, as interviews must be conducted by professionals. Do not promise to keep the disclosure a secret. Record the facts and pass them straight on to the Safeguarding team.

**safeguarding@jacari.org**  
**0117 9902190**





# First steps

## Checklist

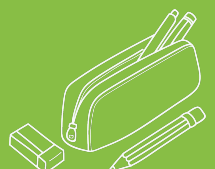
- Filled out application form
- Completed DBS check
- Online safeguarding course
- Online volunteer induction
- Teaching skills training
- Read volunteer handbook
- Received match email

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**If you have completed everything on the checklist, it is now time to arrange your first lesson. This should be done as soon as possible.**

Our aim is that your first lesson will take place within two weeks of the match email being sent. You will either arrange your first lesson over the phone, or at a 'meet-and-greet' event, which will take place after school one afternoon and will provide an opportunity for you to meet your pupil and their parent/carer, get to know them a little, and arrange your first lesson. If you are unable to attend the meet-and-greet, it will be up to you to contact the family and arrange your first lesson.

Volunteers who will be teaching in school are the exception to this and will not need to contact the family. This will be outlined in your match email.



# Contacting the family

The pupil's teacher will have gained consent from the family to refer them to Jacari, so the family should be expecting your contact. Many pupils have been waiting for months for a teacher and they get very excited when they are told their lessons are starting!

Remember that parents may not speak English confidently or at all, and so may not return voicemails. You will need to keep trying, even if that means calling several times. It's also a good idea to send a follow up text or WhatsApp, so that they can enter it into an online translator.

## Top tips for making contact

- Use clear, simple English
- Speak slowly
- Check who you are speaking to
- Refer to the school's name and the pupil's name
- Introduce yourself and remind the family what Jacari is (perhaps by saying 'extra English teaching for your child'). It may be some time since they signed up.
- Refer to yourself as a teacher, rather than tutor





- Be prepared - know when you can and can't teach! Have some days and times ready to suggest
- Be persistent - try calling at different times of day
- If you get no reply, send a text or WhatsApp message - the parents' reading skills may be stronger than their listening skills
- Send a follow up text to confirm what you have organised

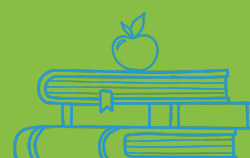
Please let the Coordinators know when you have successfully arranged your first lesson

## Possible issues

- Contact details are out of date, or number/email repeatedly goes unanswered
- The family doesn't understand what Jacari is despite your attempts to explain

If either of these issues arise, please contact the Coordinators ASAP and we can get a message to the family via the school.

**Don't give up, and ask for help promptly if an issue arises!**





# Setting up first lessons

During the pandemic, Jacari will be using a blended approach in their tutoring programme, offering both in-person and online lessons. It will be up to you and your pupil's family which mode you use. Therefore, you will need to ask the following when you contact your pupil's family for the first time:

- ☐ Are they happy for you to visit their home and have lessons face-to-face or would they prefer online?
- ☐ If they are happy with in-person, check you have the correct address for them.
- ☐ If online, do they have a laptop, tablet, PC or smartphone?
- ☐ If online, do they want to use WhatsApp, Zoom, Google Meet or Microsoft Teams for the first lesson?

If they don't have access to technology at home, contact your Coordinator as we should be able to loan them a laptop

**You will be sent guidance on keeping safe during in-person lessons with your match email. Please read it carefully.**



# In-Person Lessons

## Your first lesson

- Ensure you have the information you need about your pupil.
- Check the address and the exact location of the house.
- Send a reminder text, or call, to let the family know you're on your way.

## Arriving at the house

- If a child answers the door, ask to speak to a parent/carer and introduce yourself. **If no adult is in the house, you will not be able to teach a lesson.**
- Ask whether you should take your shoes off. In some households this is expected.
- Establish where your lessons will take place. You should be in easy reach of family members. If you are alone with the child in a room, ensure the door is left open.
- Be aware that there may not be an available table to work on. Be flexible – next time you may need to bring a clipboard.
- Many families like to make food for their tutor. If you do not want the food, it is perfectly fine to politely refuse.



# Online Lessons

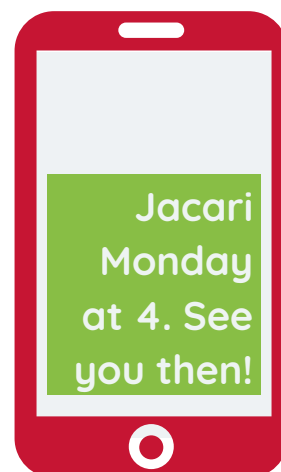
## Your first lesson

- Ensure you have the information you need about your pupil - review their level of English and plan some activities to get to know them
- Send a reminder text or WhatsApp on the morning of the lesson to remind the family about the lesson and reminding them of the link for the video meeting
- Ensure you are sitting in a clean and tidy space, and that you don't have anything visible in the video call that would be inappropriate. Wear headphones for privacy if others are in your house.
- If a child answers the phone/video call, ask if an adult is in the house and ask if you can quickly say hello to them to confirm this. **If no adult is in the house, you will not be able to teach the lesson.** Ask the pupil to leave the door open so that the adult can overhear the lesson.
- If your call is unanswered, try twice more before giving up, leaving 5 minutes between tries.
- Call or text the family to check why they have not answered, and reschedule the lesson if need be



## Week to week

When you leave the house/finish your online lesson, say goodbye to the parents and confirm next week's lesson. You might also want to phone or text them to remind them each week.



## Travel expenses

Jacari is a small charity, and many of our volunteers choose to forego travel reimbursement as a form of donation in kind. This is greatly appreciated. However, we believe that no volunteer should be deterred from tutoring because of travel costs. If necessary, Jacari can refund travel expenses. For more details, please see our volunteer expenses policy, available at our website.

## Welfare

It is extremely unlikely that you will encounter any danger when tutoring. However, if you do ever feel uncomfortable or threatened, you should leave the situation and contact the Coordinator. Your welfare is of primary concern to us.



# Planning

## Planning your first lesson

The aim of your first lesson should be to help your pupil feel comfortable around you. Remember, they might be nervous about meeting you for the first time!

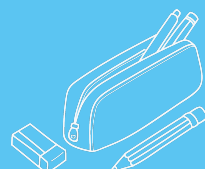
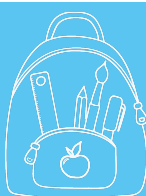
It's also a great opportunity to gauge their level in speaking, listening, reading and writing. You could ask if you can look at some recent schoolwork to help determine their level, or ask them to write a summary at the end of the lesson so you can look at the difference between their speaking and writing.

We also have First Lesson Workbooks available - these will be sent to you with your match email and posted to your pupil.

## Planning week by week

A little bit of planning (10-15 minutes) goes a long way, and will make the lesson more enjoyable for both you and your pupil. We encourage all tutors to find their own teaching style and be innovative and creative in their approach to tutoring.

Consider keeping a lesson diary to prompt you to think about making connections between your lessons. You might find it helpful to make a quick plan for the next week's lesson immediately after the previous one, whilst your observations are fresh in your mind.



# Tutoring Top Tips

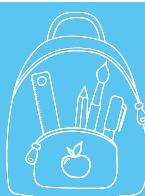
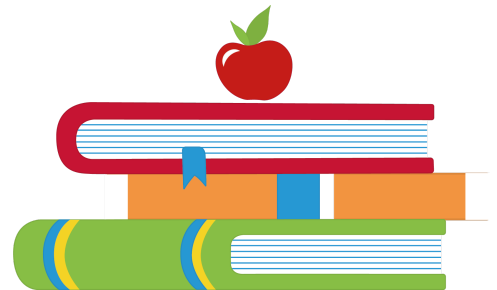
- Smile and be encouraging.
- Talk slowly and clearly.
- Ask your pupil to teach you some phrases in their native language.
- Talk about things that interest them, and take the opportunity to get to know them.
- Be flexible if your pupil is struggling to concentrate. It can help if you split the lesson up into several small tasks, and take regular breaks.
- Consider saving some time at the end for a game.
- Never underestimate the power of stickers as a reward!
- Keep it simple and fun.

When you finish each lesson, note down the following:

What were the main areas of difficulty?

What would you like to focus on improving?

How could you use their personal interests in a future lesson?





# Teaching Resources

## Resources

We are here to help you! Jacari offers a wealth of resources and support to make you the best tutor you can be.

### Online [jacari.org](http://jacari.org)

There are loads of resources and links to recommended websites available at the Jacari website.

### Jacari library

The Jacari library has a fantastic selection of books and games you can borrow throughout the year. It is located in the Jacari office; contact the Coordinators if you want to pop in.

### Other websites

These include Oxford Owls, Twinkl, TES, Hamilton Trust, Sparklebox. All are free to access, but you may need to create an account.



# Ideas and Activities

Here are a selection of ideas for things to do in your lessons, but check out our Games and Activities Booklet for lots more ideas!

**Storytelling:** read a book to your pupil and ask them questions about it as you read.

**Cut-and-stick activities** are a good way to match up vocabulary with pictures.

**Find a fun children's poem** and think about rhyming words. Get your pupil to make up their own!

**Theme your lesson** around current events: birthdays, sports events, news items.

**Everything can become a game.** Try word searches, crosswords, or beat-the-clock activities.

**Play games which involve words** to judge their ability, eg. Hangman, I Spy, 20 questions.

To get the most out of the Jacari community, follow our page and join the group on Facebook - teaching ideas as well as information about teaching workshops will be shared there first!



# Jacari Community

## Kids' Events

Our events are an important and exciting part of volunteering with Jacari. Many Jacari pupils do not get the opportunity to attend these kinds of events very often, so they are incredibly valuable.

Past kids' events have included trips to Bristol Zoo and We The Curious. Events are free for pupils and volunteers. We must have parental permission before a pupil attends an event.

Keep an eye on your emails and Facebook to be the first to know about this year's kids' events.



## Volunteer Events

Our volunteer socials are a great place to share tips and meet other tutors.

We also run workshops throughout the year to help you improve your teaching.



## Fundraising

Jacari is a small charity and we are reliant on various funding streams to be able to run a tutoring programme each year. This includes our volunteers taking part in fundraising activities. We are so grateful to anyone willing to support us by organising an event or a sponsorship event.

Contact the Coordinators if you'd like to fundraise for us!

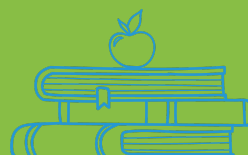
Some pandemic friendly fundraising ideas could include....

- Online raffle
- Sponsored run, bike ride
- Sponsored readathon



## Committee

Jacari is supported by a student committee. Joining the committee is a great way to gain experience, meet new people and support Jacari. We recruit every March, so keep your eyes peeled for opportunities!



# Troubleshooting

The first thing to do in any instance where you have a problem regarding volunteering with Jacari is to contact the Coordinator. However, it's always good to be prepared for unexpected difficulties, so here are some common issues and what you can do:

## "I am struggling with the workload"

Studying for a degree can be stressful, and your wellbeing must come first. However, your Jacari lesson need not take up much time; in fact, it can provide a welcome break from your work. Think about whether your lesson is at the right time in the week for you. You could rearrange your lessons each term to fit around your peak workload times, or make use of internet resources, or other volunteers, to save you time.

‘My lessons with Sami are really nice because they’re relaxing. Having something to focus on in which everything I do is going to help, is a very nice break from Physics work!’ - Joe, volunteer



## "My pupil is hard to work with"

Focus on having fun with your pupil. Getting them to enjoy learning can be just as impactful as delivering a hard topic. Use short, varied activities, interesting resources, and lots of encouragement to keep your pupil motivated.

## "I don't know what to teach"

This is an easy one! Jacari can offer tons of support on planning. This booklet is a great starting point, or you could visit the Jacari library, look online or on social media, or come to a social.

**Coordinators:**  
**[bristol@jacari.org](mailto:bristol@jacari.org)**

## "My relationship with the family isn't good"

Sometimes it's not clear to families that tutors are volunteers, and can't be available like a paid tutor. Make sure you communicate changes with the family; in person is best. Let them know in plenty of time if you need to cancel a lesson, and don't assume they know your university term dates. You may also find it helpful to confirm each lesson by phone on the day.





# Personal Development

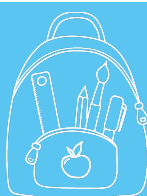
Being a Jacari tutor is a challenging experience, but an enormously rewarding one which will help you develop many useful skills such as communication, time management, creativity and self-evaluation.

Many Jacari volunteers go on to become teachers or to work with children in some capacity, but even if you don't choose this career path, Jacari is fantastic experience that employers will look on favourably. Remember to attend our workshops to make the most of your professional development during your time with us!

## Reference

When you finish volunteering with us, if you have logged a suitable number of hours of teaching, the Coordinators will provide you with a certificate to demonstrate your work and commitment.

The Coordinators are also happy to write references for you - email [bristol@jacari.org](mailto:bristol@jacari.org)



# Jacari and beyond

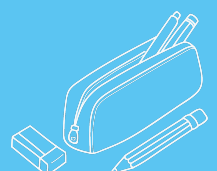
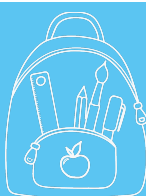
## Leaving Jacari

When you sign up to be a volunteer, we ask you to make a year-long commitment. Some tutors begin thinking about stopping tutoring in May, although we encourage you to carry on throughout the year if you are in a position to. When you reach this point, there are a few important steps to take:

1. Explain the situation to your pupil's family.
2. Ask your pupil and their parent to fill out a feedback form.
3. Let the Coordinator know the date of your last tutoring session.

**In any situation where you are considering stopping volunteering with Jacari before the end of the academic year, please contact the Coordinators at the earliest opportunity.**

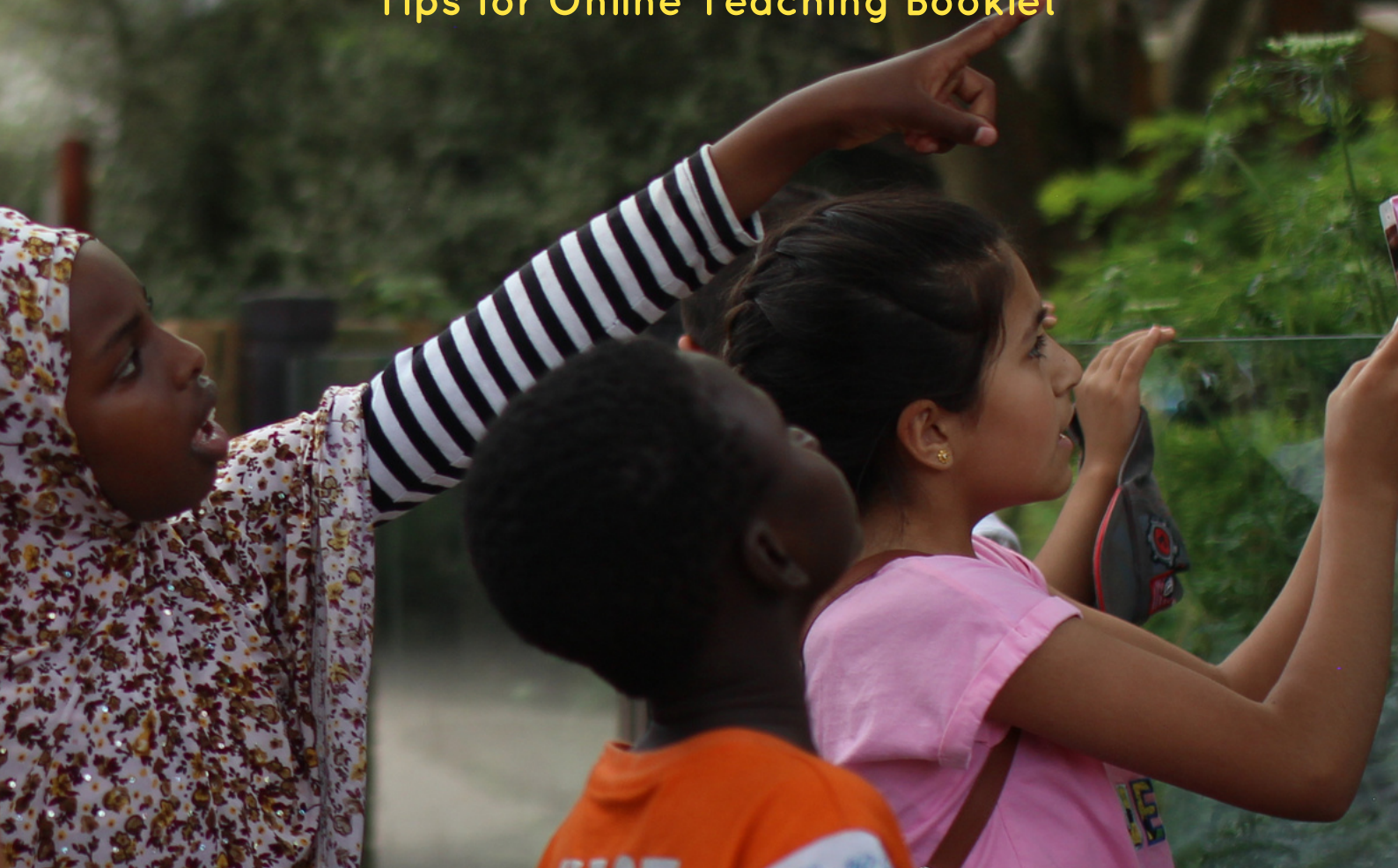
We understand that sometimes unforeseen circumstances mean you will not be able to fulfil your commitment. This situation only becomes a problem when tutors do not communicate changes in circumstances and families are left not knowing if or when they will get a replacement tutor. Keeping the Coordinator in the loop is essential so that we can find a replacement and communicate with the school, family, and anyone else who might be affected.



We hope you have found this handbook useful, and are excited to begin your journey with Jacari!

For further information please consult our other handbooks available at [www.jacari.org](http://www.jacari.org):

Safeguarding Booklet  
Games and Activities Booklet  
Tips for Online Teaching Booklet



Thank you for volunteering  
with Jacari!