

<b>Position title</b>	Melbourne AMEP Volunteer Tutor
<b>Position Supervisor at Volunteer Tutor Scheme (VTS) Office</b>	<p>Melbourne: VTS Officer <a href="mailto:amepvts@melbournepolytechnic.edu.au">amepvts@melbournepolytechnic.edu.au</a> VTS Office: (03) 9269 1514</p> <p>Bendigo: Sandra Volk, VTS Officer and Trainer <a href="mailto:sandravolk@melbournepolytechnic.edu.au">sandravolk@melbournepolytechnic.edu.au</a> VTS Office: 0488 086 658</p>
<b>Location</b>	Learner's home or public place, such as an AMEP campus or library
<b>Aim and mission</b>	
<p>The VTS recruits, trains and places volunteers to assist adults from culturally and linguistically diverse (CALD) backgrounds as they learn English, settle into the community and successfully and confidently participate in Australian society, find sustainable employment, pursue further study or training, and to independently access services and other government programs.</p>	
<b>Time commitment</b>	
<p>1-2 hours per week Minimum commitment to tutoring: 6 months</p>	
<b>Role and responsibilities</b>	
<ul style="list-style-type: none"> <li>• Prepare tutorial lessons which address English language and settlement needs in tutorials</li> <li>• Meet with learner for at least 4 hours per month at time and place negotiated with VTS Office</li> <li>• Arrange a 'catch up' session you or the learner cannot participate in a scheduled session</li> <li>• Forward accurate Tutor Activity Records at the end of each month (see 'Reporting' section below)</li> <li>• Participate in on-going tutor training professional development workshops as needed</li> <li>• Notify the VTS Office in advance any changes to your availability</li> <li>• Ask the VTS Office for support or assistance when needed</li> <li>• Carry out the work you've agreed to do responsibly, reliably and ethically</li> <li>• Respect the rights and privacy of others</li> <li>• Promptly report any issues or concerns arising out of tutoring to the VTS Office, particularly any potential hazards or dangerous situations</li> </ul>	
<b>Skills, qualities and other requirements</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Over 18 years old</li> <li>• Proficient written and spoken English level</li> <li>• Empathy with people from different cultural backgrounds</li> <li>• Can manage tutoring time commitment</li> <li>• Achieves satisfactory security screening result: Working with Children check and police check</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Current Victorian Driver Licence</li> <li>• Tutoring or teaching experience</li> <li>• Computer skills</li> <li>• Experience in living in another country and learning another language</li> </ul>	

## Reporting

- You will be sent an SMS text message reminder asking you to send in Tutor Activity Reports at the end of each month.
- These will be sent via an online form (TAR form).
- **All** contact with learner needs to be reported on the TAR form (lessons, excursions, coffee outings, walks—these are all opportunities to practise English).
- Even if you are unable to tutor in any particular week, this must also be reported. If you are no longer available for tutoring, you will need to complete an Exit Interview questionnaire.

## Training and support plan

- Information session prior to training
- 15-hour training course—online options available
- On-going training workshops
- Assistance with resources and activities

## Benefits for tutors

- Learn about people from other cultures
- Enjoy engagement with the community
- Gain tutoring skills
- Explore teaching career options

## Rights

### 1. As a Melbourne AMEP tutor (Melbourne and Bendigo regions) you have the right to:

- Orientation and training
- A clearly written Position Description
- Support and supervision in your role
- Agreement about hours and conditions
- Information and consultation on matters affecting you as a volunteer
- Adequate insurance cover (see 2 below)
- A healthy, safe work environment (see 3 below)
- Awareness of the VTS grievance procedure (see 4 below)
- Knowledge of who you should report to and are accountable to (see 5 below)
- Freedom of choice (including the right to say 'no' if you feel you are being exploited)
- Holiday breaks.

### 2. Insurance

As a volunteer with Melbourne AMEP, you are covered by Victorian Managed Insurance Authority (VMIA) whilst you are actively tutoring, or travelling directly to or from your tutoring location. In Victoria, there is legislation that protects volunteers from personal liability if something goes wrong while they are carrying out their agreed volunteering duties (Wrongs Act 1958 (Vic)).

### 3. Healthy, safe work environment

Melbourne AMEP is concerned for tutor and learner safety. Please let the VTS Office know if you are concerned about the welfare of your learner. Also report to the VTS Office as soon as possible any critical incidents, injuries or accidents, hazards or dangers encountered while tutoring. In the unlikely event that you find yourself threatened in some way, please leave the venue, and contact the VTS Office and other appropriate authority as soon as possible.

All homes where volunteers work with learners have been checked for occupational health and safety issues prior to commencement of tutoring. As a precautionary measure, it is a good idea to let a family member or friend know where and when you will be tutoring.

Melbourne Polytechnic, as lead agent, is a Quality Endorsed Company (Registration number: ISO 9001). The Institute Council and the Staff of Melbourne Polytechnic are committed to excellence through quality, and are committed to continuously improve the delivery of training and client services and maintain a clear focus on what our client wants.

*For more information:*

Melbourne Polytechnic Occupational Health and Safety Policy, on Melbourne Polytechnic website:

<https://melbournepolytechnic.sharepoint.com/sites/staff/pp/Policy%20and%20Procedure/Occupational%20Health%20and%20Safety%20Policy.pdf>

WorkSafe Volunteer Health and Safety handbook: <http://volunteeringvictoria.org.au/wp-content/uploads/2018/03/3-Health-and-Safety-for-Volunteers-amended.pdf>

#### **4. Melbourne AMEP VTS grievance procedure**

Step 1. Contact the Melbourne AMEP Volunteer Tutor Scheme Office:

Melbourne: (03) 9269 1514 [amepvts@melbournepolytechnic.edu.au](mailto:amepvts@melbournepolytechnic.edu.au)

Bendigo: 0488 086 658 [sandravolk@melbourneamep.edu.au](mailto:sandravolk@melbourneamep.edu.au)

Step 2: If the grievance is not resolved, contact the Volunteer Tutor Scheme Coordinator on (03) 9269 1155 or [amepvts@melbournepolytechnic.edu.au](mailto:amepvts@melbournepolytechnic.edu.au)

Step 3: If still unresolved, contact Melbourne AMEP Management on (03) 9269 8491.

Step 4: If need be, you can request, in writing, an external review.

#### **5. Knowledge of who you report to and are accountable to**

As a volunteer tutor with Melbourne AMEP, you will report to the VTS Office in Melbourne or Bendigo. Since 2017, the AMEP in Melbourne and Bendigo has been delivered by a TAFE consortium, headed by Melbourne Polytechnic.

AMEP is a free and voluntary service available to eligible migrants—predominantly from the family, skilled and humanitarian visa streams—and provides up to 510 hours of English language tuition to all clients within their first five years in Australia. The program delivers face-to-face tuition nationally, as well as distance learning services online or over the phone.

The program aims to help newly arrived migrants and humanitarian entrants to learn the English language skills that will assist them to successfully and confidently participate socially and economically in Australian society. Development of these skills enables learners to find sustainable employment, pursue further study or training, and to independently access services and other government programs.

*More information:*

Melbourne AMEP: <https://www.melbourneamep.com.au/>

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