

# Jaccari

time to teach

## Volunteer Handbook



# Welcome to Jacari!

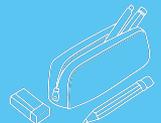
Thank you for choosing to volunteer with Jacari. We're delighted to have you on board! Together we can work towards creating a lasting positive impact for your pupil.

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**



## Contact

The Coordinator is 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, don't be afraid to get in touch!

**Email: [oxford@jacari.org](mailto:oxford@jacari.org)**

**Phone: 01865 264 167**

**Office Address:  
16-17 Turl Street  
Oxford  
OX1 3DH**



# Your Responsibilities

## Staying in touch

Jacari offers a huge amount of support to its volunteers, so **please stay in touch** through 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 each volunteer to record when they are teaching and they are invited to comment on what topics they are working on. It only takes five minutes to complete and is immeasurably useful to Jacari, so please look out for this email.



# 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 Coordinator immediately, even if you suspect there is a reasonable explanation - it is the Coordinator's job to decide whether 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 coordinator.

If for whatever reason you feel unable to talk to the Coordinator, please contact the Chair of Trustees on [trustees@jacari.org](mailto:trustees@jacari.org).



# First steps

## Checklist

- Filled out application form
- Completed DBS check
- Received DBS certificate
- Teaching induction
- Read volunteer handbook
- Read safeguarding handbook
- Received match email

**If you have completed everything on the checklist, it is now time to get in touch with the family via phone to arrange your first visit. 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.

The family will have been informed that a match has been made. Many pupils have been waiting for months for a teacher and they get very excited when they are told you are coming!

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



## Top tips for making contact

- Speak clearly and slowly.
- Check you are speaking to a relative of your pupil.
- Introduce yourself and remind the family what Jacari is. It may be some time since they signed up.
- Emphasise the school's name and the pupil's name.
- Suggest a time for your first lesson. Ensure an adult will be there at this time,
- Check that the address details are up-to-date.
- Send a follow-up text confirming your lesson date and time.
- Let the Coordinator know when you have successfully arranged your first lesson.

## Possible issues

- Contact details out of date or number goes unanswered.
- Family doesn't understand what Jacari is.

If either of these issues arise, please contact the Coordinator 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.**



# 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.

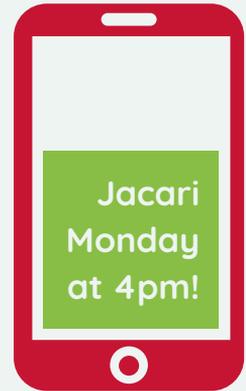
## Arriving at the house

- If a child answers the door, ask to speak to a parent/guardian 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.



## Week to week

When you leave the house, 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. Receipts should be brought to the Coordinator within one month of purchase, and reimbursements will be made via bank transfer.

## 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

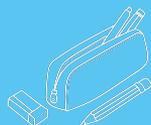
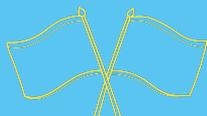
The aim of your first lesson should be to help your pupil feel comfortable around you. Remember, they might be nervous about meeting you for the first time!

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.

## 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.



## Top tips

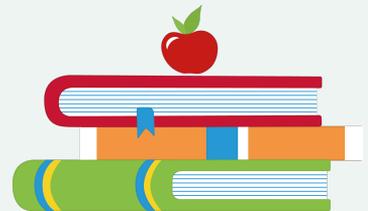
- Smile and be encouraging.
- Talk slowly and clearly.
- Ask your pupil to teach you some phrases in their native language.
- Talk about things that interest them, and take the opportunity to get to know them.
- Be flexible if your pupil is struggling to concentrate. It can help if you split the lesson 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 leave 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?



# Inspiration

## Resources

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

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

There are loads of resources available on the Jacari website. To access the resource 'Racing to English', you will need to enter the password 'volunteer'.

### Jacari library

The Jacari library has a fantastic selection of books, games, and worksheets which you can borrow throughout the year. It is located in the Jacari office and open during office hours (09:30 - 17:30).

### Other websites

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



## Ideas and Activities

**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 tips and information about teaching workshops will be shared there first!



# 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 events have included trips to the Natural History Museum, the pantomime, and the Oxford Ice Rink. Events are free for all. You must gain parental permission before bringing your pupil to our events. For most events, parents can bring pupils even if you aren't free to attend, so make sure you pass on every letter!

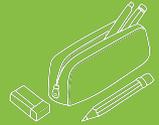


## Volunteer Events

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.

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



## Fundraising

Jacari is a small charity and we rely heavily on student fundraising to be able to run our tutoring programme each year. We are so grateful to anyone willing to support us by organising an event or a sponsored activity. Below are some fundraising ideas:

- Cake stall
- Gig or club night
- Film night
- Open mic night
- Raffle
- Bristol 10K
- Bristol half marathon
- Sponsored silence
- Charity skydive



## 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.

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.

**Coordinator:**  
**[oxford@jacari.org](mailto:oxford@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 or text on the day.



# Jacari and beyond

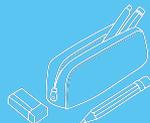
## Leaving Jacari

When you sign up to be a volunteer, we ask you to make a year-long commitment. Most 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, preferably in person.
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 Coordinator 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.



## Personal development

Being a Jacari tutor is a challenging experience, but an enormously rewarding one. Our volunteers learn so much over the course of their teaching: working with children, giving back to the community, cultural awareness, and self-evaluation.

To aid your personal development, we recommend you keep a lesson diary. It need not be detailed – simply recording what worked, what didn't, and what you want to try next.

Many Jacari volunteers choose to go on to become teachers. Even if you do not go into teaching, Jacari is fantastic experience that all employers will look on favourably. When you graduate or stop teaching with us, the Coordinator is also happy to write you a reference for internship and job applications - just drop us an email to discuss.

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



A group of children are shown in profile, looking upwards and pointing towards the sky. The background is a dense canopy of green trees, suggesting an outdoor setting like a park or a forest. The children are dressed in casual clothing, including a floral headscarf and a striped shirt.

# Jacari

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Thank you for volunteering  
with Jacari!