

Work Packages for the Migrant English Program

12 September 2023

U3A Manningham has approved our plan to allow more Migrant English Tutors to participate behind the scenes and share some of the administrative workload that is needed to make the Program run smoothly.

To reward them, the Program proposes to award them with extra hours that can be added to their tutoring hours to give a total number of Work Hours.

The total number of Work Hours will be used for two purposes:

- To determine which Priority Level you will be assigned for enrolment purposes.
- To determine whether a year will count as a year of service towards your Certificate of Appreciation

Responsibility of the Coordinator

The Coordinator has accountability and overall responsibility for the following areas:

- Tutor training
- Linking tutors to learners
- Migrant English Library of Resources
- Compliance to U3A requirements
- Assignment of enrolment Priority Levels to Migrant English Tutors
- Awarding of Certificate of Appreciation
- Publicity - Publicising the Program to prospective Migrant English Tutors and learners in the community and in U3AM as well as responding to their queries

The Coordinator will be responsible for the tasks in the following areas.

Linking Tutors to Learners

- Compile profiles of learners, such as contact details, days/times available for tutoring sessions, reason for wanting to learn English
- Link tutors to learners
- Maintain database of tutors and learners
- Provide support to tutors to resolve issues

Compliance to U3A Requirements

- Hold two Migrant English Tutors' meetings in a year
- Write annual report for the Curriculum Manager
- Monitor mailbox and forward appropriate emails onto the U3AM Secretary
- Review information regarding the Program in:
 - Tutor's Manual
 - Office Worker's Handbook
- Talk to Office Workers about their role in the Program

Publicity

- Publicise the Program to U3AM members – to get new Migrant English Tutors
- Review/Update information regarding the Program on U3AM website
- Review/Update publicity leaflets and make them available
 - “Need Help with English Conversation?”
 - “Seeking New Migrant English Tutors”
- Get publicity leaflets translated into other languages
- Submit articles publicising the Program for the U3AM newsletter

Work Packages

The tasks, that could be undertaken by a Migrant English Tutor other than the Coordinator, have been bundled into work packages, along with an estimate of the number of hours needed to complete each work package, as well as the timeframe when that work package is to be completed.

The Coordinator will take on the remaining Work Packages that have not been taken by any Migrant English Tutor.

Work Package 1 (Dec-Jan) – 15 hours: Organise Migrant English Tutor’s Meeting in 1st week of February – could be a shared role

- a. Plan program and agenda for the meeting with the Coordinator – guest speakers and/or activity
- b. If guest speakers are required,
 - Invite guest speakers
 - Remind guest speakers 1-2 weeks before the meeting
- c. If an activity is to be conducted,
 - Obtain and prepare the materials
 - a. Prepare claim for reimbursement of the cost of the materials and give to the Coordinator
 - b. Conduct the activity during the meeting
- d. Prepare PowerPoint slides, with the Coordinator’s help
- e. Send advance notification and agenda to Migrant English Tutors a month earlier regarding the date of meeting
- f. Send agenda and ask for RSVP 1-2 weeks before the meeting
- g. Check responses to determine the number of attendees
- h. Organise seating and facilities (e.g. laptop) for the meeting
- i. Record names of attendees and give to the Coordinator
- j. Organise photo shoot of those receiving certificates and the Migrant English Tutors present at the meeting, and send the photos to the Coordinator

The Coordinator will be responsible for the following:

- Determine which Migrant English Tutor qualifies for the Certificate of Appreciation
- Send invitation to those who qualify for the Certificate of Appreciation
- Print Certificate of Appreciation
- Submit claim for reimbursement of the cost of the materials used for the activity
- Conduct the meeting
- Write a report about the meeting and submit for the U3AM newsletter

Work Package 2 (Anytime) – 4 hours: Conduct Stocktake of Migrant English Library of Resources

- a. Obtain a copy of the Catalogue of resources
- b. Check the library and note missing resources
- c. Check the **Record of Borrowed Resources** to determine whether the missing resources have been borrowed and thus are not “missing”
- d. Report the missing resources to the Coordinator

The Coordinator will be responsible for the following:

- Send list of missing resources to Migrant English Tutors and ask whether any of them have the resources in their possession – if so, they should record the resources in the **Record of Borrowed Resources** and inform the Coordinator
- Update the Catalogue

Work Package 3 (May-July) - 20 hours per trainer: Prepare and deliver content for training course

- a. Decide on the maximum number of places to be made available for the training course, in conjunction with the Coordinator
- b. Complete the Tutor Form after reviewing the course description for the brochure and online enrolment for the following year
- c. In early May, get confirmation from those enrolled that they still intend to attend the training course from mid-July to mid-August and inform them that they are expected to take on a learner at the conclusion of the course
- d. Send reminder to those enrolled, a week before the start of the training course
- e. Review the content from the previous year’s training course
- f. Update the content, where required
- g. Print the master copy of the Resource Manual to be photocopied
- h. Prepare guidance notes for the delivery of each session
- i. Deliver the training over 6 sessions (3 hours per session)
- j. Print Certificate of Participation for those who complete the training
- k. Communicate with the co- trainer to review content

The Coordinator will be responsible for the following:

- In early June, if there are still vacancies in the training course, ask the Coordinator of Class Reps to get the Class Reps to announce in their respective class

Work Package 4 (July) - 5 hours: Organise the assembly of the Resource Manual

- a. Purchase the folders
- b. Prepare claim for reimbursement of the cost of the folders and give to the Coordinator
- c. Deliver the folders on the day of assembly
- d. Organise a date/time with the U3AM Office Manager to use the office photocopier and a meeting room for 3 hours during the 2nd term holidays
- e. Obtain sufficient orange paper from the office for the cover sheet and the section dividers
- f. Organise a team of volunteers to assemble the Resource Manual

- g. Send reminders to the U3AM Office Manager and the team of volunteers a week before the day

The Coordinator will be responsible for the following:

- Determine the number of folders (known as Display Books) to purchase, in conjunction with the course trainer
- Obtain permission from U3A to purchase the folders
- Submit claim for reimbursement of the cost of the folders

Work Package 5 (July) - 3 hours: Assemble the Resource Manual

- a. Working as part of a team, insert photocopied material into folders

Work Package 6 (Jun-July) - 15 hours: Organise Migrant English Tutor's Meeting in mid-August- could be a shared role

Same tasks as for Work Package 1

Work Package 7 (Oct-Nov) - 8 hours: Assign Priority Levels to Migrant English Tutors

- a. Prepare Google Form to collate responses, if required
- b. Ask Migrant English Tutors to submit their tutoring hours for the past 12 months
- c. Follow up those who have not responded by the due date
- d. Record the tutoring hours for each tutor
- e. Obtain the Work Package hours from the Coordinator, for those who have taken responsibility for a Work Package
- f. Add the tutoring hours to the Work Package hours to get the total hours
- g. Assign Priority Level to each tutor, based on the total hours
- h. Send the record of hours and Priority Levels to the Coordinator for review
- i. Once approved by the Coordinator, submit Priority Levels to U3AM
- j. When the consolidated list is sent by U3AM for review, check that the Priority Levels assigned to the Migrant English Tutors are correct
- k. Correct any errors and re-submit to U3AM – this can occur multiple times
- l. Respond to queries from Migrant English Tutors relating to their Priority Levels and re-submit corrected Priority Levels where required
- m. Send corrected hours and Priority Levels, if any, to the Coordinator

The Coordinator will be responsible for the following:

- Review and approve the record of hours and Priority Levels before submission to U3AM
- Maintain the database of tutors and learners for the Migrant English Program

Work Package 8 (Jan-Feb or Jul-Aug) – 3 to 6 hours: Prepare and deliver presentation at Migrant English Tutor's Meeting

- a. Discuss objective of presentation with the Coordinator
- b. Prepare content of presentation
- c. Prepare PowerPoint slides, with the Coordinator's help
- d. Deliver presentation at the meeting

Work Package 9 (Aug) - 3 hours: Share tutoring experiences at training course

- a. Prepare content
- b. Deliver content at Session 6 of training course in mid-August

Work Package 10 (Feb) - 2 hours: Publicise the Migrant English Program to Community Groups

- a. Get the list of community groups and their contact details from the Coordinator
- b. If the contact details have changed, inform the Coordinator
- c. Communicate with community groups located in the suburbs surrounding Doncaster East, to publicise the free service provided by the Migrant English Program
- d. Get updated publicity leaflet "Need Help with English Conversation?" from the Coordinator
- e. Send publicity leaflet "Need Help with English Conversation?"
- f. Forward queries from these community groups to the Coordinator

The Coordinator will be responsible for the following:

- Maintain the list of community groups and their contact details
- Update the publicity leaflet "Need Help with English Conversation?"
- Respond to queries from these community groups

Work Package 11 (Jan-Dec) - 1 hour + 0.5 hours per learner: Liaise with Prospective Mandarin-speaking Learners

- a. Review and update publicity leaflet in Mandarin, "Need Help with English Conversation?"
- b. Review and update questions in Mandarin, used to elicit information to build a learner's profile, which is to be used to link them with a suitable tutor
- c. Make contact with prospective Mandarin-speaking learners who do not know any English
- d. Obtain information and build their profiles
- e. Help tutors to set up the first meeting with these learners

The Coordinator will be responsible for the following:

- Provide details of prospective Mandarin-speaking learners who do not know any English
- Record profile of prospective Mandarin-speaking learners