



Sunshine Coast Libraries
Adult Literacy Program

Targeting Tutors

Australian Council of Adult Literacy Annual Conference
3 -4 October, 2008, Crowne Plaza, Surfers' Paradise

Program Overview

- Unique in Australian libraries

- Libraries are:

- **Comfortable**
- **Friendly**
- **Accessible**
- **Flexible**
- **Familiar**
- **Resource rich**



- ALA Survey - Libraries 2nd preferred place of learning
- Libraries provide the 'social glue' for communities

Program Overview

Sunshine Coast Libraries

- Meeting Rooms
- Computer access
- Dedicated adult literacy collection
- Library staff with knowledge of the program and sensitive approach to future clients.
- Community connections – e.g. TAFE; Community Solutions; Sunshine Coast Flexi School



Program History

- Began 18 years ago
- RTO – 11 years
- Now Sunshine Coast Libraries – expanded program
- Funded by DEIR



Awards

- 2004 - Tutor of the Year – ALW
- 2005 - NAB State & National (\$10000) – Education & Youth Development
- 2005 - Student came second – ALW



Today

- Existing tutors
- Students
- Train 20+ new tutors per year
- Sunshine Coast Libraries –
 - 9 libraries; 3 mobile libraries
 - Provide classes in libraries – LLN & conversation
 - 1/1 tutoring
 - Tutor training

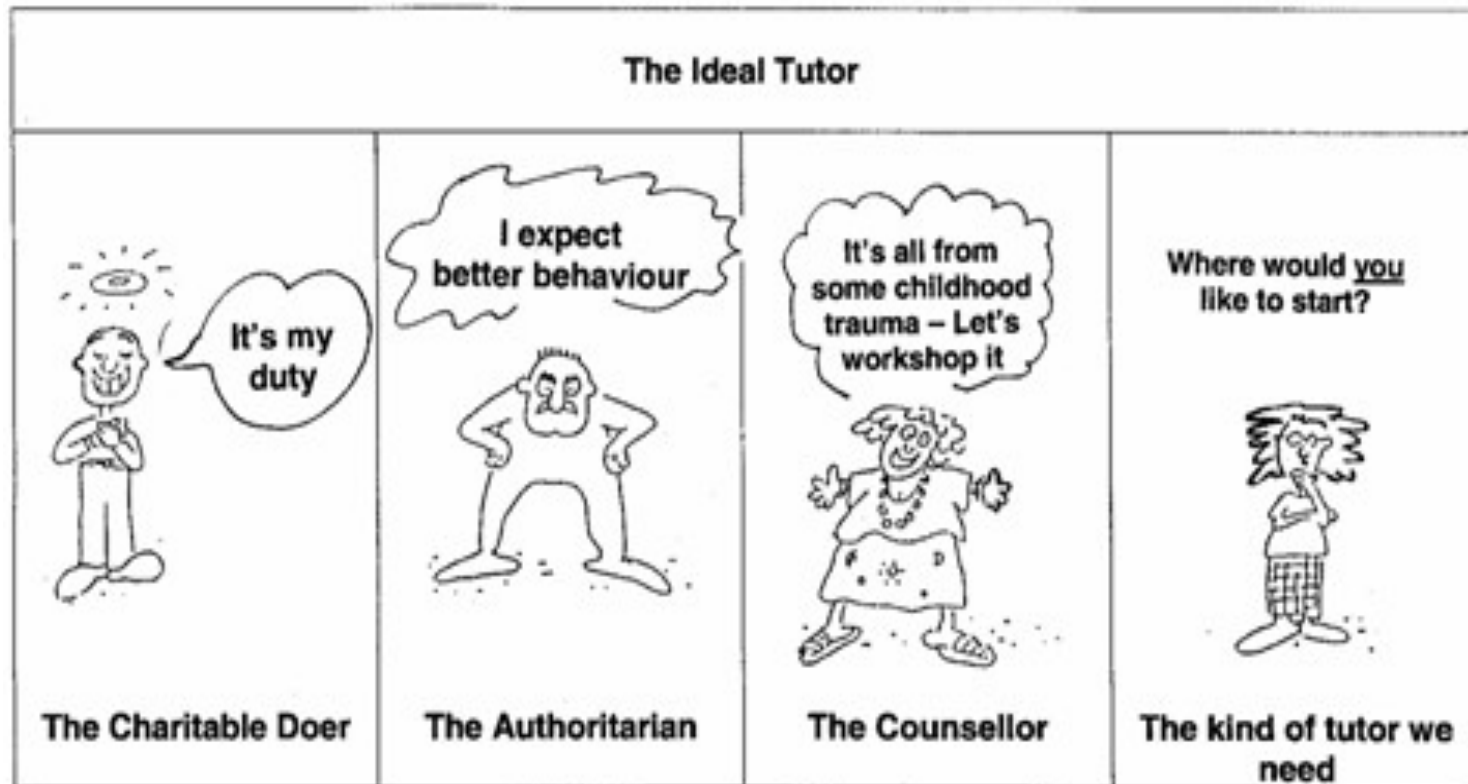





What we look for in volunteer tutors

- Good communication skills
- Patience
- Informality
- Interesting backgrounds - work, interests
- Belief - in the person's ability to learn.
- Creativity
- Empathy
- Encouragement / Enthusiasm
- Flexibility
- Listening skills
- Non-judgemental
- Respect
- Knowledge
- Humour

The Ideal Tutor



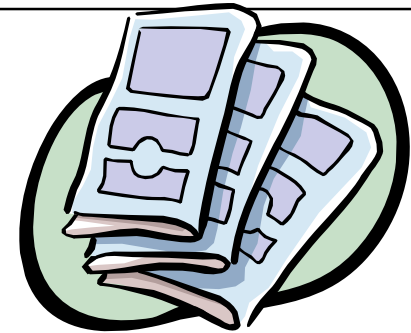


"Go slowly. Keep your sense of humour. Throw out any preconceived ideas of how the relationship is going to work, and, most importantly -- take it one day at a time!" (Thomas, A., 1990.)



Finding Prospective Tutors

- Word of Mouth
- Media
- Talking to Community groups – eg Probus, Rotary
- Brochures
- Book slip
- Waiting List
- Volunteering Sunshine Coast





Selection Process

- Initial phone contact
- People on waiting list are sent:

Tutor Information Kit:

- Program information sheet
- Tutor Training Application Form
- Tutor Handbook
- Information for prospective tutor
- Self Assessment Sheet
- Course Outline



Interview Questions

- What sort of people do you think you will be tutoring?
- Are you able to listen to a student and work beside them, not as a teacher?
- Are you able to make the learning environment fun ?



Interview Questions

- Are you willing to explore different methods and ideas in to help the student learn?
- What skills, including language skills, do you have which would help you to be an adult literacy tutor?
- Do you realize that you will be expected to do assignments and commit to tutoring for at least 12 months? Do you have any plans that might interrupt the training?



Post Selection

- Trainee tutors are sent:
 - Acceptance / rejection letter
 - CVTINT 1 Introduction to Adult Literacy
 - Pre- reading Book
 - Tutor Application Form
 - Tutor Policy

- Tutor information session

Course Overview

DATE	MODULES	TIME
13/2/07	CVTINT1A Undertake a community adult literacy needs analysis	12.30 - 3.30pm
20/2/07	CVTROL2A Undertake the roles and responsibilities of a volunteer tutor	12.30 - 3.30pm
27/2/07	<i>Kit</i> CVTRDG6A Develop tutor strategies in reading – session 1	12.30 - 3.30pm
6/3/07	No training	
13/3/07	No training	
20/3/07	<i>Georgie</i> TAADEL403A Facilitate individual learning	12.30 - 3.30pm
27/3/07	<i>Renee</i> CVTWRT5A Develop tutor strategies in writing	12.30 - 3.30pm
3/4/07	CVTLIS4A Use speaking, listening and the language experience approach	12.30 - 3.30pm
10/4/07	No training	
17/4/07	No training	
24/4/07	CVTRDG6A Develop tutor strategies in reading – session 2	12.30 - 3.30pm
1/5/07	<i>Rita</i> CVTRES3A Develop adult literacy resources – session 1	12.30 - 3.30pm
8/5/07	No training	
15/5/07	CVTRES3A Develop adult literacy resources – session 2	12.30 - 3.30pm
22/5/07	<i>Mary</i> CVTRES3A Develop adult literacy resources – session 3	12.30 - 3.30pm
29/5/07	No training	
5/6/07	CVTNUM7A Develop tutor strategies in numeracy	12.30 - 3.30pm
12/6/07	CVTREC9A Evaluate the effectiveness of adult literacy tutoring	12.30 - 3.30pm

Assessment

- **Assessment Tasks Booklet**

- Assessment is:

- Ongoing
- Regular
- Intensive

BUT

- Highly supported



Practical Placements

- Trainee tutors:
 - Attend classes as observers early in training
 - Focus on 1 student in class and give written feedback
 - Practical experiences discussed in training sessions
- Class teachers provide feedback about trainee performance.



Course Completion



Majority are working in class or with 1/1 student by end of training.

Further Training

- **Financial Literacy**
- **ESL**



- **Computer Literacy**
- **Tutor meetings / in service**

Social Aspects



Xmas, Graduation, Lunches, ALW, Newsletters, Tutor Meetings

Issues that arise during training

Problems often encountered:

- Issues with attitude to LLN students
- Inability to understand importance of student centred learning
- Inappropriate attitude to other tutors, class teachers etc.

Assessment failure:

- Unable to find the time to attend/finish the course
- Inability to comprehend material
- Illness and life matters





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