



volunteer refugee tutoring & community support

CHECKING IN YOUR VoRTCS ACTIVITY

VoRTCS would like to know more about what you do and how our families are getting on.

Why do we need to know?

We need this so we can argue for funding from government, from businesses or from individual donors – and also so we can find out ways to improve. We want to be able to add up all the volunteer effort we put into the program and the benefits to the families.

How will this affect you?

We are going to trial a reporting process from now till Christmas. The trial will be manual. That means you have to fill in the questions on the email and reply. Once we have worked out the best system, we will make it so that you can report on line.

What is the benefit for tutors?

This is a part of increasing our professional approach as VoRTCS tutors. Knowing what is working for our families gives us satisfaction at an individual level – and as an organisation it makes us more credible. It is good for all of us to be a part of something which is well regarded, and has evidence to show its legitimacy.

What do you report about?

- how many times you tutored this month
- any problems you are having
- any changes in your tutor team or family
- how the family is developing the English language skills and cultural knowledge they need to settle into the community (once every three months)

Who has to report?

Every tutor who is matched with a family reports on (a) and (b). One member of the tutoring team reports on (c) and (d) but you will need time to discuss it together and might also discuss with your family what to put.

How often do you report?

Once a month for (a,b,c) – on the last day of the month.

Once in three months for (d).

What happens if you forget?

You will get a reminder.

How long will it take?

This is what the trial will find out. We expect it will take less than one minute when you are just reporting your attendance. It might take 10 minutes when you report on your family, especially if you have lots of outcomes to tell us about – or concerns.

All our families are different. How can we compare them?

Progress will measure two components:

- participation and attitude to tutoring
- development of skill in 14 functional areas. We have developed some ways to describe the areas where we most need language in order to settle into the community. Our refresher course will show you how to measure this so we can be consistent.

Will the information be private?

Yes – we will show you how to do this. Emails are not secure. It is VERY important that you do not use the full name of your family members. We already have your family's details. We will check with you at the beginning that these details are correct and will give you a standard order in which to tell us about your family members. Any other information that could identify your family members should be avoided. Common

first names may be OK, but if the three names of children and their ages were in the one email, the family could be identified.

Who will use the information and how will it be used?

- The coded information will be held by the Learning and Development team and will be used to develop learning materials for tutors and improve training.
- Reports on the VoRTCS service delivered (eg number of tutors attending 75% of the time) and reports on our outcomes (eg number of family members attending, number achieving their goals) will regularly go to the VoRTCS management team so that they can reflect on how the tutoring program is going and also do their reporting and keep support for our program high
- The aggregate information will be reported in VoRTCS annual report to St Vincent's State Council and in any funding applications.
- Good evaluation is part of being more professional and earning our good reputation. The data will be used by an evaluator to assess the overall benefit of the program, where it works well and where it can be improved.
- Tutor mentors will be able to read concerns of their tutors and provide the support they need.

Should we tell our families?

Yes. You can tell your families that you have to let VoRTCS know how often you meet (so they get a reliable service) and how they are progressing (so we know if the program is working well). We will gradually provide other ways for our families to give us feedback on the service.

What is the process?

1. You will receive at the end of each month asking you how often you attended tutoring this month, what stopped you attending, and if your team still met your family. Please answer honestly. The intention is to report what is actually happening. There is no judgement on people about what they "should" be doing but we may offer guidance from our experience and from those with expertise. While many of you tell us how rewarding your tutoring can be, we also understand that it can be difficult at times.
2. Send back your reply within 48 hours.
3. Every 3 months you will get some extra questions about your family. Send back your reply within 7 days.

We are looking forward to hearing from you regularly and giving you more feedback about the program

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