

## VTS Tutor Rights and Responsibilities

Position title	Melbourne AMEP Volunteer Tutor
Position Supervisor at Volunteer Tutor Scheme (VTS) Office contact details	Melbourne and Bendigo: VTS Office Team <a href="mailto:amepvts@melbournepolytechnic.edu.au">amepvts@melbournepolytechnic.edu.au</a> VTS Office: (03) 9269 1514
Location	Online via digital platforms or face to face in a public space such as on campus or in a library.
Aim and mission	
<p>The VTS recruits, trains and places volunteers to support adults from culturally and linguistically diverse (CALD) backgrounds as they learn English and settle into Australia. Volunteers support learners with gaining skills and the confidence to participate fully in the community. Volunteers may support learners with accessing services or pursuing training and employment opportunities.</p> <p>The VTS is student-centred, and committed to providing tutors with training and ongoing support in order to meet learners' needs.</p>	
Time commitment	
Minimum commitment to volunteering: 6 months (1—2 hours per week) or an alternative timeframe arranged by discussion with the VTS.	
Role and responsibilities	
<p>All Melbourne AMEP Volunteers commit to <a href="#">one to one tutoring</a> and additional roles include;</p> <ul style="list-style-type: none"> <li>• <a href="#">Conversation Clubs</a></li> <li>• <a href="#">Supporting a learner to prepare for work in Australia</a></li> </ul> <p>For information on these specific roles refer to the role descriptions on the website <a href="http://www.melbourneamep.com.au/volunteer">www.melbourneamep.com.au/volunteer</a></p>	
Reporting	
<ul style="list-style-type: none"> <li>• <b>Comply with tutor activity reporting requirements</b></li> <li>• All contact with a learner needs to be reported via the volunteer portal My Impact</li> <li>• Even if you are unable to tutor in any particular week, this must also be reported.</li> </ul>	

- If you are no longer available for tutoring, you will need to
  - Inform VTS Office if your availability changes
  - Give two weeks' notice before withdrawing from the program
  - Complete an exit interview

Training and support plan

- Undertake initial training via online modules
- Attend teacher led training support sessions
- Participate in on-going training workshops
- Receive on-going assistance from the VTS team for EAL resources and activities, settlement information and learner pathways guidance information

Benefits for tutors

- Develop a better understanding of the refugee and migrant experience
- Learn about people from other cultures
- Enjoy engagement with the community and build networks
- Gain skills
- Explore teaching or community career options

Rights of volunteers

1. As a Melbourne AMEP volunteer tutor you have the right to:
  - Training
  - A clearly written role 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 and 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 are being exploited)
  - Holiday breaks

## 2. Insurance

Victorian Managed Insurance Authority (VMIA) covers VTS tutors whilst actively tutoring, or travelling directly to or from a tutoring location. Victorian legislation also protects volunteers from personal liability if something goes wrong whilst carrying out agreed volunteering duties (Wrongs Act 1958 Vic.)

## 3. Healthy, safe work environment

Melbourne AMEP is committed to tutor and learner safety. Currently tutoring is online only. Prior to commencement of tutoring in the learner's home, a phone assessment is made to identify possible occupational health and safety issues.

Please let the VTS Office know if you are concerned about your welfare or that of your learner.

Melbourne Polytechnic is a Quality Endorsed Company (Registration number: ISO 9001). It is committed to excellence through quality and to continuously improve the delivery of training and client services and maintain a clear focus on client needs.

## 4. Melbourne AMEP VTS grievance procedure

Contact the Volunteer Tutor Scheme Office, on (03) 9269 1514 or [amepVTS@melbournepolytechnic.edu.au](mailto:amepVTS@melbournepolytechnic.edu.au)

If grievance is not resolved, contact Melbourne AMEP Management (03) 9269 1861  
If need be, you can request, in writing, an external review.

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

As a Melbourne AMEP volunteer tutor you will report to the VTS Office in Melbourne.

Since 2017, the AMEP in Melbourne and Bendigo has been delivered by Melbourne Polytechnic and a consortium of providers. AMEP is a free and voluntary service available to eligible migrants—predominantly from the family, skilled and humanitarian streams—and provides English language tuition to all clients who are eligible. The program delivers remote and face-to-face tuition nationally, as well as distance learning services.

Adapted with permission from: [volunteeringvictoria.org.au](http://volunteeringvictoria.org.au)

More information visit: [melbourneamep.com.au](http://melbourneamep.com.au)