



Government of Western Australia  
North Metropolitan TAFE

# Adult Migrant English Program

# AMEP



## Becoming a Classroom Volunteer

## Information for new volunteers



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# WELCOME TO AMEP, NORTH METROPOLITAN TAFE



If you would like to become a classroom volunteer at the Adult Migrant English Program (AMEP) assisting our teachers in the classroom, this booklet will help you to understand the AMEP and the role of the classroom volunteer.

We welcome you to the Program and thank you for making a difference to the lives of new migrants in Australia.

## About the Program

The Adult Migrant English Program (AMEP) teaches English to migrants for use in everyday life. They will learn about Australia and the people.

The AMEP is funded by the Australian Government and managed by the Department of Education and Training. Eligible clients are entitled to up to 510 hours of English language tuition at four different levels, from the Course in Preliminary Spoken and Written English (CSWE) to the CSWE 3. The AMEP at North Metropolitan TAFE runs classes in the city and at various community locations in the north metropolitan region of Perth.

## English Classes

Enrolled clients are assessed on their English ability and offered English lessons best suited to their needs. Migrants with little or no literacy or oral skills in English will settle into preliminary classes. At Certificate III there will be basic transactional proficiency but there is need to develop speaking (for example, pronunciation), listening and strengthen written skills.

Classes operate during the school term and are available mornings, from 8:30 to 12:30, afternoons, from 12:30 to 16:30, evenings and weekends (Saturday). Clients can choose to study at North Metropolitan TAFE campuses in Northbridge, Leederville, Balga or Joondalup.

## AMEP Clients

Clients in the AMEP program come from a wide range of cultures and countries and have many reasons for migrating to Australia, including those choosing to live and work in a different country and refugees fleeing from world conflict zones. It is important to understand that you may work with clients who will be trauma and torture survivors.

Clients participating in the program want to improve their English skills to be able to communicate in work and in social settings and to improve their job prospects. On completion of their hours, many choose to further their study options in college courses or at University.

## Role and Expectations

As a volunteer, you may be asked to help individuals and small groups with conversational English. Lecturers will discuss their needs with you prior to beginning lessons. A volunteer helper in the classroom gives clients the opportunity to speak and learn English in an informal setting with exposure to someone who is fluent in English.

Normally lectures will require you to *commit to one session per week for two to three hours during term time.*

- Volunteers are not expected to plan lessons or organise teaching resources. That is the responsibility of the lecturer. The role of the volunteer is to follow their lead.
- When you meet with your assigned lecturer for the first time, they will outline their plans for the term and give you information to assist in your volunteering duties.

## Facilities

AMEP provide tea and coffee in our kitchens, Volunteers may help themselves and are welcome to use the college staff room before and after classes.

## The Benefits

- Gain exposure to teaching
- Help migrants to improve their English
- Develop your own English language skillset
- Acquire excellent recommendations
- Access free training on language and teaching topics
- Join a friendly learning environment with a supportive network

## Procedures

- If you have any concerns in the classroom, please approach your lecturer or speak with the volunteer coordinator.
- In our experience, you may come across some of the following issues in the classroom:
  - how to encourage a reluctant speaker to participate in a small group
  - what to do if a student starts to talk about his/her personal problems
  - how often should you correct errors in spoken and written English
  - how to deal with tension between students

You may like to think about how you would deal with any of the above. If you have a need to talk further about anything, AMEP staff are happy to listen.

If you notice a client is experiencing difficulty, firstly check with the lecturer or the volunteer coordinator as there are procedures in place. It may be that the client is referred to an AMEP Pathways Advisor for ongoing support.

If a medical emergency occurs with someone in your group:

1. Report incident to the class teacher immediately
2. Seek first aid assistance:
  - at North Metropolitan TAFE campuses go to AMEP reception

It is a requirement that all volunteers are to complete 'sign-in sheets' before entering the classroom. These are found at the AMEP front desk reception. You must also wear your volunteer badge at all times whilst in the role.



## Policy

- AMEP volunteers in their role at North Metropolitan TAFE are covered by insurance
- The AMEP will take reasonable steps to ensure your personal information is accurate, complete and up to date. We are committed to protecting your privacy. Under the Privacy Act 1988, information collected by the organisation is for the purposes of the provision of its services to you and for no other purpose
- The confidentiality and privacy of all volunteer and clients records will be maintained at all time

## Who can Apply

- If you have been thinking about volunteering and want to help migrants learn English, we encourage you to contact us
- If you are a North Metropolitan TAFE student currently studying CSWE Certificates III or IV.

All volunteers in the program are required to obtain:

- A 'Department of Education National Police Check' – see AMEP volunteer coordinator for form and full refund policy.

Helping new migrants settle into a new country is a challenging and rewarding experience. We hope you enjoy it as much as we do!

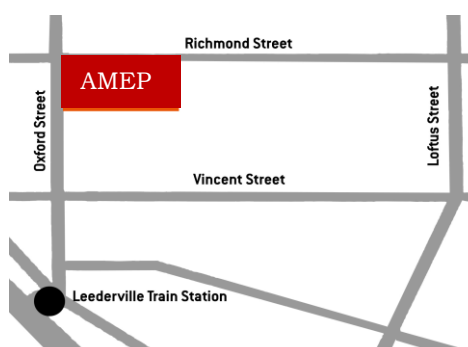
## Contact AMEP

For more information, please contact the AMEP Volunteer Team:

**Address:**           **AMEP**  
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(Block B)  
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Leederville

**Telephone:**       (08) 9202 0478 or (08) 9202 4354

**Email:**             [amepvolunteers@nmtafe.wa.edu.au](mailto:amepvolunteers@nmtafe.wa.edu.au)



To the best of our knowledge, this information was correct at the time of print.

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