

Suggestions/Guidelines for Volunteer trainers

Start

Their name

Each student needs folded A4 with their name and a red and a green folded “note” and this explained

Why are they here

Encourage each student to write down clearly:

1. what issues/questions they might have
2. to be as specific as possible
3. with a clear example if possible
4. prioritise these

They do NOT have to stick to these, but they will help:

- them and us to be clear what they need
- them (and us to help them) to stay focused and clear
- them to see what they have achieved at the end

During

Try to spend no more than a few minutes with any one student if possible

Try to find a balance between encouraging them to find out themselves – supporting them – being available for others

Try to avoid sitting down

Favourite phrase “look it up using Google” - make sure they know how to use this

- sense of what words are useful (Ask what words they might use to search – make suggestions of words)
- need to be specific to program, windows
- differentiate between ads and answers / text and video
- look out for date / language that is at their level / not too much jargon

Encourage students to help each other (if you know one student has solved or knows a subject get them to help the other – or if both searching for the same or similar answer)

Second favourite phrase *“I’ll leave you to try that and will be back soon”*