



# Literacy Volunteers of Camden County

A ProLiteracy America Affiliate

**Denise Weinberg**  
Director

**Wendy Dawson**  
Coordinator of Basic Literacy

**Ginny Marcin**  
Coordinator of English for Speakers of Other Languages

## POLICIES

### **LIT-1 Non-Discrimination Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

#### Policy Statement:

Literacy Volunteers of Camden County accepts volunteers, employees, and students without discrimination on the basis of race, color, national origin, gender, sexual orientation, age, disability, political belief, religion, or marital or familial status. This policy adheres to the Non-Discrimination Policy of the Camden County Library and is included in the LVCC By-Laws (Article III, Section 2).

#### Non-Discrimination Regulations:

Recognizing and adhering to the LVCC Non-Discrimination Clause, there may be students, however willing, who are not able to benefit from LVCC tutoring. If possible, they shall be referred to other agencies better able to meet their needs. Examples might include, but are not limited to, a person whose limitations are beyond the scope of a volunteer tutor. If, in the opinion of the tutor or a staff person and with the approval of the program coordinator in conjunction with the Director, such a situation exists, the student will be advised that he/she is not being recommended for LVCC tutoring (or continuing in LVCC) and will be referred to an appropriate agency, if possible.

### **LIT-2 Confidentiality Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

#### Policy Statement:

It shall be the policy of LVCC not to release information about any program participant (students and volunteers) in any manner which specifically identifies the individual to any person, public or private agency, media, business or other organization outside of LVCC without the expressed permission of the program participant. Personal information is intended for internal use only and to develop certain required composite reports and profiles.

#### Confidentiality Regulations:

1. Tutors represent the affiliate as non-paid staff; henceforth they are part of the affiliate.
2. The Advisory Board of Directors reserves to itself any waiver of this policy.

**LIT-3 Volunteer Tutoring Site Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

Policy Statement:

It is LVCC's policy that tutor/student tutorial sessions occur in public sites to insure a safe learning environment. LVCC tutors will not provide tutoring services to LVCC students at the residence of the tutor or the student. Home tutoring is prohibited.

**LIT-4 Volunteer Tutor Transportation Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

Policy Statement:

It is LVCC's policy that volunteer tutors will not be transported to designated tutoring sites or LVCC functions by staff or student(s). Transportation of tutors by staff or student(s) is prohibited. Tutors must be able to and agree to get to tutoring sites and functions without assistance from student(s) or staff.

**LIT-5 Student Transportation Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

Policy Statement:

LVCC's students must be able to and agree to get to the designated tutoring site or LVCC functions without assistance from the affiliate or tutor.

It is LVCC's policy that students will not be transported to designated tutoring sites or LVCC functions by staff or tutor(s). Transportation of students by staff or tutor(s) is prohibited.

**LIT-6 Volunteer Tutor Certification Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

**Policy Statement:**

In order to provide LVCC adult learners with quality and effective instruction, volunteer tutors will complete a certification process. Tutor certification is valid for three years.

**Volunteer Tutor Certification Regulations:**

1. The volunteer tutor is screened for eligibility prior to his/her enrollment into the LVCC tutor training workshop program.
2. Prior to the conclusion of the workshop training, the volunteer tutor signs a volunteer tutor agreement indicating his/her acceptance of LVCC's rules and regulations.
3. The volunteer tutor successfully completes LVCC tutor training program. One absence is permissible with a make-up session. For more than one absence, workshop completion is at the discretion of the LVCC director.
4. The volunteer tutor provides 12 hours of tutorial instruction. Submitted attendance forms must document this information.
5. Upon completion of these outlined steps, the tutor is certified.

**LIT-7 Volunteer Tutor Re-Certification Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

**Policy Statement:**

In order to ensure that certified LVCC volunteer tutors have access to and use techniques, tools, and resource materials that are current and appropriate, LVCC will provide a tutor re-certification process.

**Volunteer Tutor Re-Certification Regulations:**

To maintain LVCC tutor certification, a volunteer tutor must have:

1. Followed the policies and regulations prescribed by LVCC.
2. Tutored at least 12 hours as specified for certification.
3. Attended at least one in-service session or other approved professional development course.
4. Completed the above requirements within 3 years following date of certification or recertification.
5. Upon successful completion of these outlined steps, a volunteer tutor is re-certified.

**LIT-8 Tutor Trainer Certification Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

**Policy Statement:**

Literacy Volunteers of Camden County is committed to providing tutor trainer opportunities to its volunteers, so that they may acquire the necessary knowledge and skills needed to be a certified Literacy Volunteers of New Jersey tutor trainer. It is LVCC's policy that all volunteers chosen to become tutor trainers will complete a comprehensive tutor trainer certification process that has been approved by the LVCC Advisory Board of Directors, Literacy Volunteers of New Jersey and Proliteracy America.

**Tutor Trainer Certification Regulations:**

In order to become a certified LVCC tutor trainer, a tutor must:

1. Fulfill eligibility requirements of LVNJ or approved accreditation program.
2. Complete LVNJ's Preparing to Become a Tutor Trainer course or approved certification program.
3. Achieve positive evaluations from the LVNJ Master Trainers who administer the certification program.
4. Upon successful completion of these outlined steps, a tutor trainer is certified.

**LIT-9 Tutor Trainer Re-certification Policy, dated 12/14/2010**

Supersedes: 3/14/2000 and 4/13/2005

**Policy Statement:**

LVCC is committed to providing tutor trainers with educational opportunities that will enable them to conduct tutor-training workshops which endorse effective adult education theories and techniques based on current research.

It is LVCC's policy that tutor trainers will complete a re-certification process that has been approved by the LVCC Advisory Board of Directors, LVNJ and Proliteracy America.

**Tutor Trainer Re-certification Process Regulations:**

To be recertified as an LVCC tutor trainer, a tutor trainer must have:

1. Participated in at least one (1) training per year either as lead or assistant trainer.
2. Achieve a positive evaluation by the Director of the program.
3. Attended one (1) approved professional development course per year, such as a Tutor Trainer Refresher Course.
4. Upon successful completion of these steps, a tutor trainer is re-certified.

**Policy Statement:**

LVCC considers it inappropriate for tutors to take advantage of LVCC tutor training as a means of obtaining a skill that they will use to earn income.

It is LVCC's policy to refuse tutor training to any prospective tutor who intends to use LVCC tutor training in order to charge students for tutoring services. In addition, tutors may not, under any circumstances, present themselves as an LVCC tutor if they seek or receive payment for tutoring.

## **ELIGIBILITY REGULATIONS**

### **Student Eligibility Requirements:**

To be eligible for services from LVCC, a prospective student must:

1. Provide documentation that he/she is at least 18 years of age and out of a secondary school.
2. Provide all information for intake form and sign all required forms.
3. Have basic skills at Levels I or II according to NRS (National Reporting System) as measured by State-approved tests.
4. Provide documentation that he/she lives in Camden County.
5. Agree to meet at public sites such as libraries, community centers, workplaces and hospitals. Home tutoring is prohibited.
6. Agree to arrive at the tutoring site without assistance from the program or the tutor. Transportation of students by staff or tutors is prohibited.
7. Agree to attend scheduled tutoring sessions regularly and on time, and agree to notify the tutor in advance of planned absence or expectations to be late. Failure to follow this regulation may result in termination. Re-entry into the program will require approval by coordinator.
8. Demonstrate behavior appropriate to learning. Reasons for termination include, but are not limited to: disrespect toward others, use of offensive language, possession of a weapon, under the influence of alcohol or illegal drugs, harassment, violation of the Library Code of Conduct and inappropriate use of program materials and/or policies.
9. Agree to meet with a tutor for 1½ to 2 hours of instruction per week for a year, excluding vacation days, sick/personal days, or for a special reason.
10. Agree to complete homework.
11. Agree to tell tutor if he/she moves or changes telephone number.
12. Students who are not able to benefit from LVCC tutoring will be referred to other agencies better able to meet their needs, whenever possible. Examples might include, but are not limited to, a person whose limitations are beyond the scope of a volunteer tutor. If, in the opinion of the tutor or a staff person and with the approval of the program coordinator in conjunction with the Director, such a situation exists, the student will be advised that he/she is not being recommended for LVCC tutoring (or continuing in LVCC).

## **Volunteer Tutor Eligibility Regulations:**

To be eligible for participation in the LVCC program, a volunteer tutor must:

1. Be at least 18 years of age.
2. Be able to speak and understand English well enough to communicate clearly.
3. Accept and follow the Camden County Library/LVCC's policy of non-discrimination.
4. Agree to treat students with respect and keep all information confidential.
5. Complete LVCC tutor training workshop. One absence is permissible. For more than one absence, workshop completion will be at the discretion of the LVCC director.
6. Sign Volunteer Tutor Agreement Form indicating that all policies and regulations have been read, understood and accepted.
7. Agree to tutor an assigned LVCC student for 1½ - 2 hours per week for one year, excluding vacations, sick/personal days or for a special reason.
8. Agree to meet at public sites such as libraries, community centers, workplaces and hospitals. Home tutoring is prohibited.
9. Be able to and agree to get to the designated tutoring site without assistance from the program or the student. Transportation of tutors by staff or students is prohibited.
10. Agree to attend scheduled tutoring sessions regularly, arrive at sessions on time, and notify the student in advance of planned absence or expectations to be late.
11. Demonstrate behavior appropriate to learning. Reasons for termination include, but are not limited to: disrespect towards others, use of offensive language, possession of a weapon, being under the influence of alcohol or illegal drugs, harassment, violation of the Library Code of Conduct and inappropriate use of program materials and/or policies.
12. Agree not to present himself/herself as an LVNJ or LVCC tutor if he/she seeks or receives payment for tutoring.
13. Agree to submit monthly attendance reports and student progress reports on a timely basis.
14. Agree to attend at least one in-service session or approved professional development course within three years following the date of certification or re-certification.