

Supporting Language Volunteers



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Land Acknowledgement

New Language Solutions is based in Ottawa, Ontario. We acknowledge that our head office is on the traditional, unceded territory of the Algonquin Anishnaabeg People. Beyond Ottawa, we have staff working in locations across Canada, reflecting on the hospitality shown to us.

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Land Acknowledgement

New Language Solutions is grateful to have the opportunity to work as a guest in communities and territories across the country, and we honour the stewardship of the many Indigenous peoples who have resided on and cared for these lands since time immemorial.

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Welcome



Sharing Settlement and Integration Practices that Work

Videos and briefs presenting promising practices in selected areas and key ingredients that support their effectiveness

▼ See More

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Agenda

- Research into language volunteers
- Training for volunteers
- TBLV & AFIB courses
- Partnering with Avenue – Learn IT 2 Teach

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Volunteer Training

TBLV TESL Basics for Language Volunteers

L'AFIB L'ABC du FLS pour instructeurs bénévoles

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What three topics do you think volunteers need training in?

- Understanding CLB levels
- Employment issues
- English for daily activities
- Using news clips & articles
- Lower level & Literacy learners
- Pronunciation
- Citizenship & Culture
- Giving Feedback to help learning
- Using language games
- Learning vocabulary

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Background & Research - Part 1

Volunteers want

- to express prosocial values through action
- to learn more about the world, other people and themselves
- to feel needed

Stukas, A. A., Hoye, R. et al. (2014) Motivations to Volunteer and Their Associations With Volunteers' Well-Being. *Nonprofit and Voluntary Sector Quarterly*, 1-21

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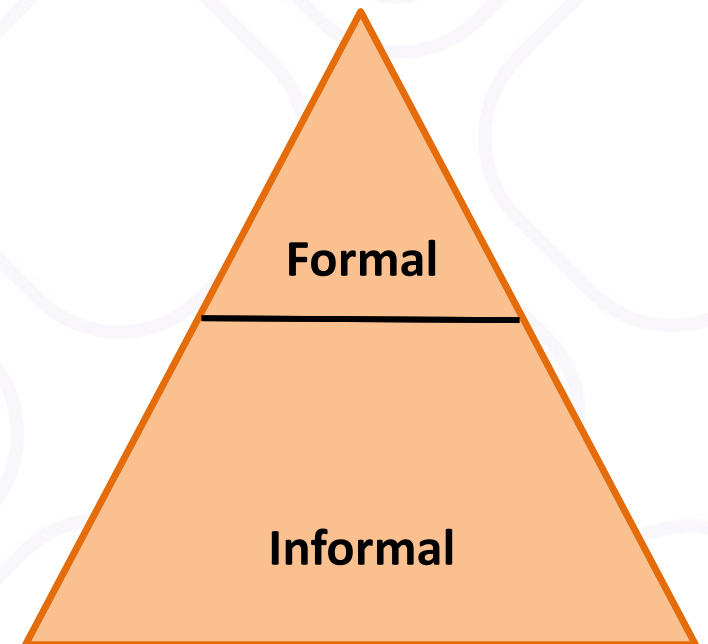


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Background & Research - Part 1

- IRCC 2020 Evaluation Report calls for more training and support for informal language learning.
- Formal training without informal supports has less impact on learning outcomes



Volunteer support in the face-face classroom?

- Individualized instruction
- Work one on one
- Monitor and support
- Group work without teacher
- Conversation partner
- Role-play for teacher to observe
- Photocopy & hand out pages
- Marking student work
- Help with computers
- Bilingual aide

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Volunteer support in the online classroom?

- Phone or video calls with students
- One on one in break out rooms
- Reply to student emails
- Text or chat with students
- Role play for teachers to observe
- Student tech support
- Bilingual aide - Aide bilingue
- Group work in break out rooms
- Moderate online class
- Model language

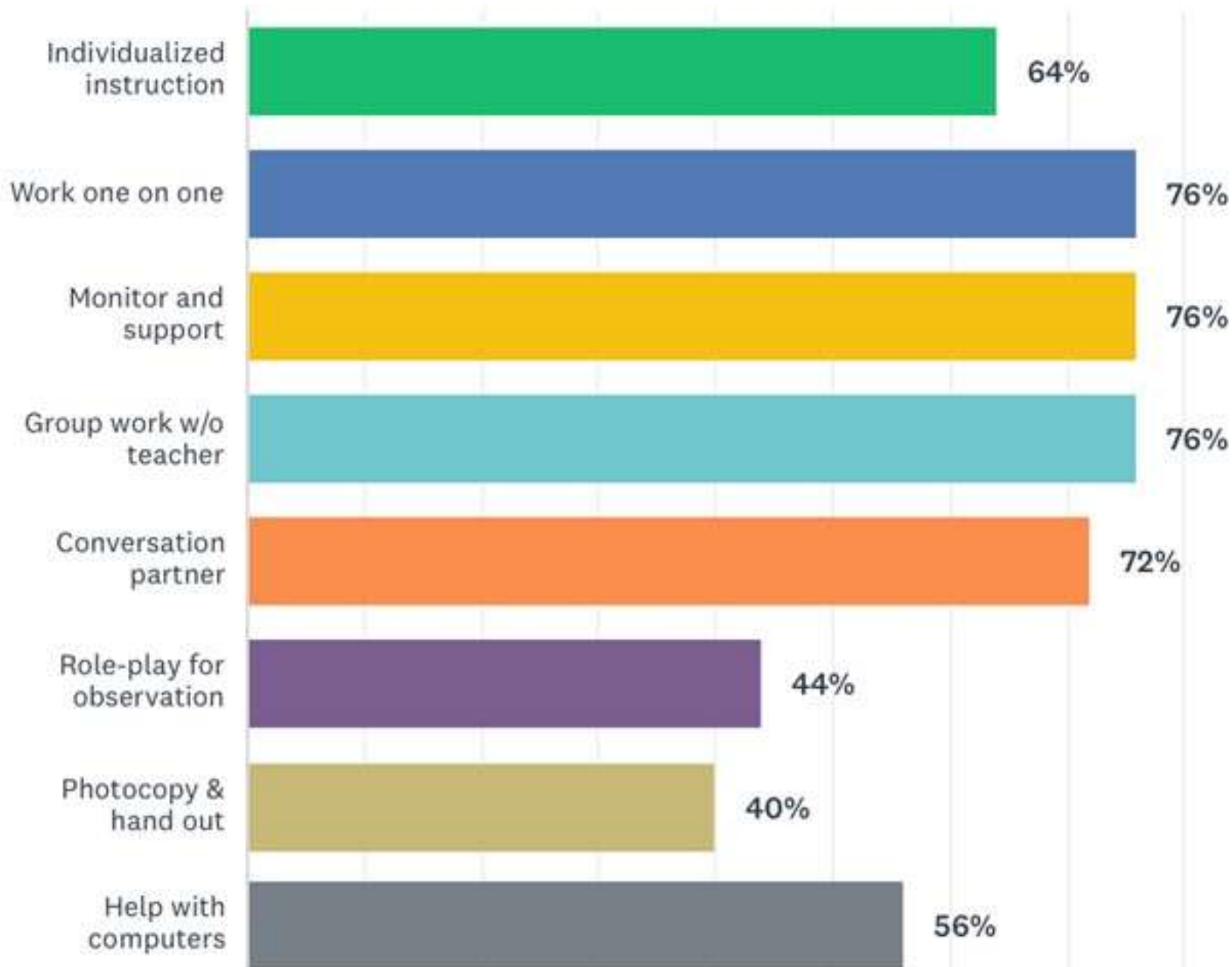
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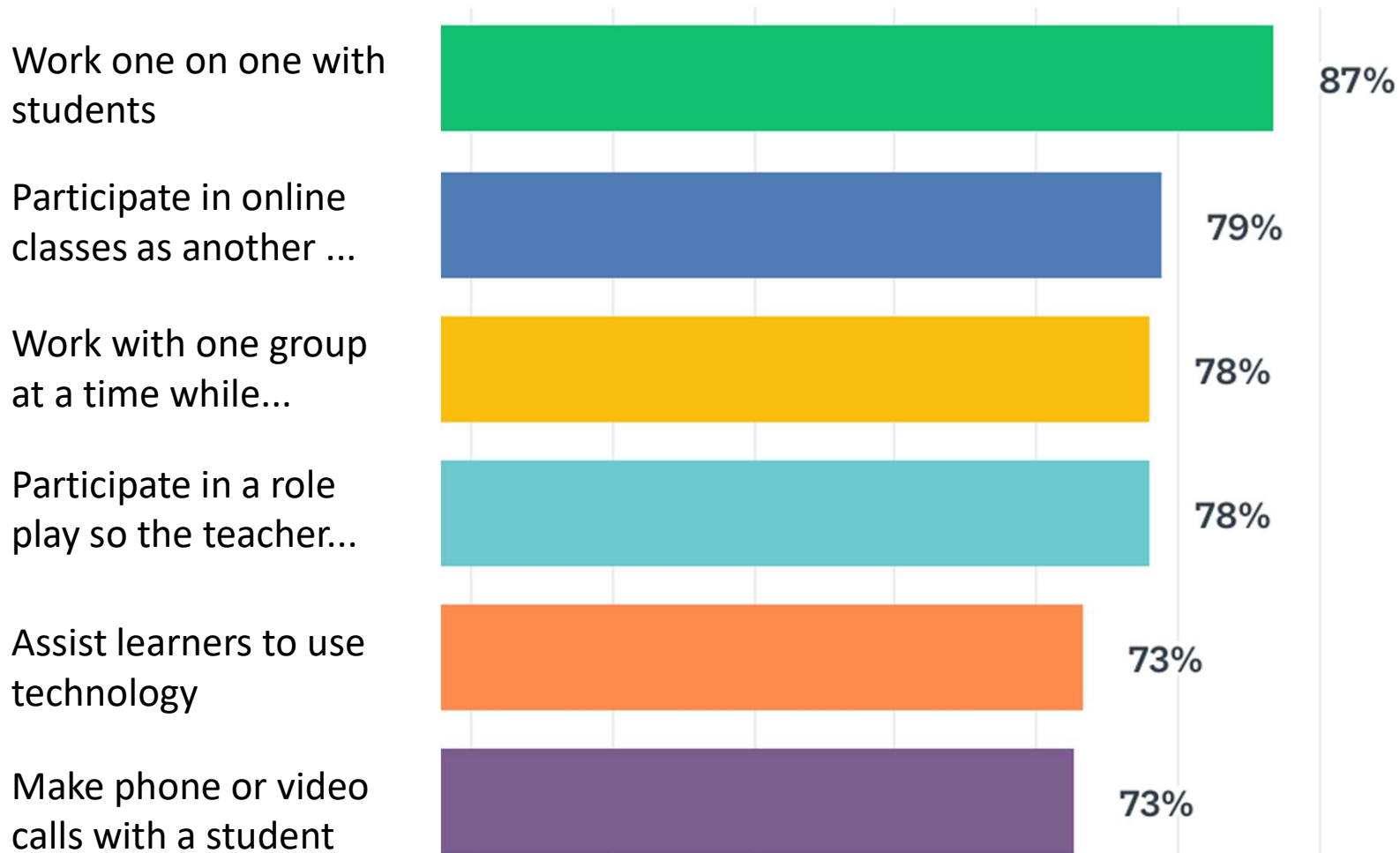


Volunteer support in the in-person classroom





Volunteer support in remote classrooms



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What difference does a TBLV-trained volunteer make for language learners?



In a busy classroom, a volunteer can work one-on-one with a learner and give them extra support.

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Topics for volunteers to work on with students



Learning vocabulary	86%
Talking about the news	77%
Playing language games	74%
Shopping and daily life	66%
Improving pronunciation	63%
Working in Canada	60%
Talking about life, relaxing	60%
Canadian citizenship	46%
School in Canada	49%

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Background & research - Part 2

- Introduction at the start
- Ongoing support during instructional practice
- Reflection and dialogue about teaching

Shufflebarger, A. (2021), Creative Collaborations in Adult ESL Classrooms: Three Community Language Tutors' Pre-Understandings, Contradictions, and Growth Points. L2 Journal, Volume 13, Issue 1

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Background & research - Part 2

Areas volunteer instructors may need training in

- knowledge of adult ELL learners
- instructional methods
- cultural competency

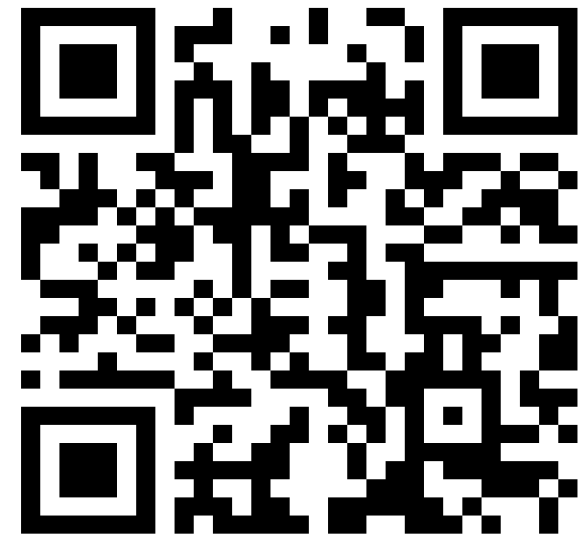
Durham, L., Kim, S. (2019) Training Dilemmas and Recommendations with Volunteer Instructors in Small, Faith-Based Adult ESL Programs, TESOL Journal 10:e374



Volunteer training

- What kind of training would be effective for volunteers?
- Why is it important to train volunteers?

<https://bit.ly/3DF8KnE>



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TBLV Curriculum

1. Introduction
2. Working with lower-level learners
3. Providing feedback & pronunciation
4. Using materials from the real world
5. Daily life and employment
6. Canadian culture and citizenship
7. Remote volunteering



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TBLV 24

Participants

Badges

Grades

Orientation

1. Introduction

2. Working with Lower Level Learners

3. Providing Feedback

4. Using Materials from the Real World

5. Daily Life and Employment

6. Canadian Culture and Citizenship

7. Remote Volunteering

Course Help -

Dashboard

Site home

Orientation

In this 'Orientation' topic you will find information to get you started, such as a course outline and social forum.



Forums: 2 Page: 1 Checklist: 1 Labels: 4 Folder: 1

Progress: 1 / 3

1. Introduction

The first week of the course offers an introduction to terminology and gives a basic overview of the *Canadian Language Benchmarks (CLB)*. You will be able to discuss your experience with other volunteers on the forum.



TBLV Course Design

- Online
- 2 hours per topic
- One topic at a time
- Activities & discussion forums
- Course Help
- Coach support & forum moderation
 - local coaches

TBLV **TESL Basics** for
Language Volunteers

Topic 2




1. Adult Second Language Literacy Learners



2. Do's & Don'ts for Teaching English Language Learners



Click on the link.  This blog post gives a few practical suggestions for adjusting your speech when teaching English Language Learners.



3. Discussion Forum: Lower level learners



Extra Credit



4. Further Online Training

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H5P Interactive Book

Adult Second Language Literacy Learners

1 / 9



Adult Second Language ...

Adult Second Lang... ○

Introduction Video

Adult Literacy Lear... ○

Second Language a... ○

Supports ○

Strengths and Chall... ○

Activity 1: Drag the ... ○

Activity 2: True or F... ○

Activity 3: Drag the ... ○

Glossary ○

Introduction Video

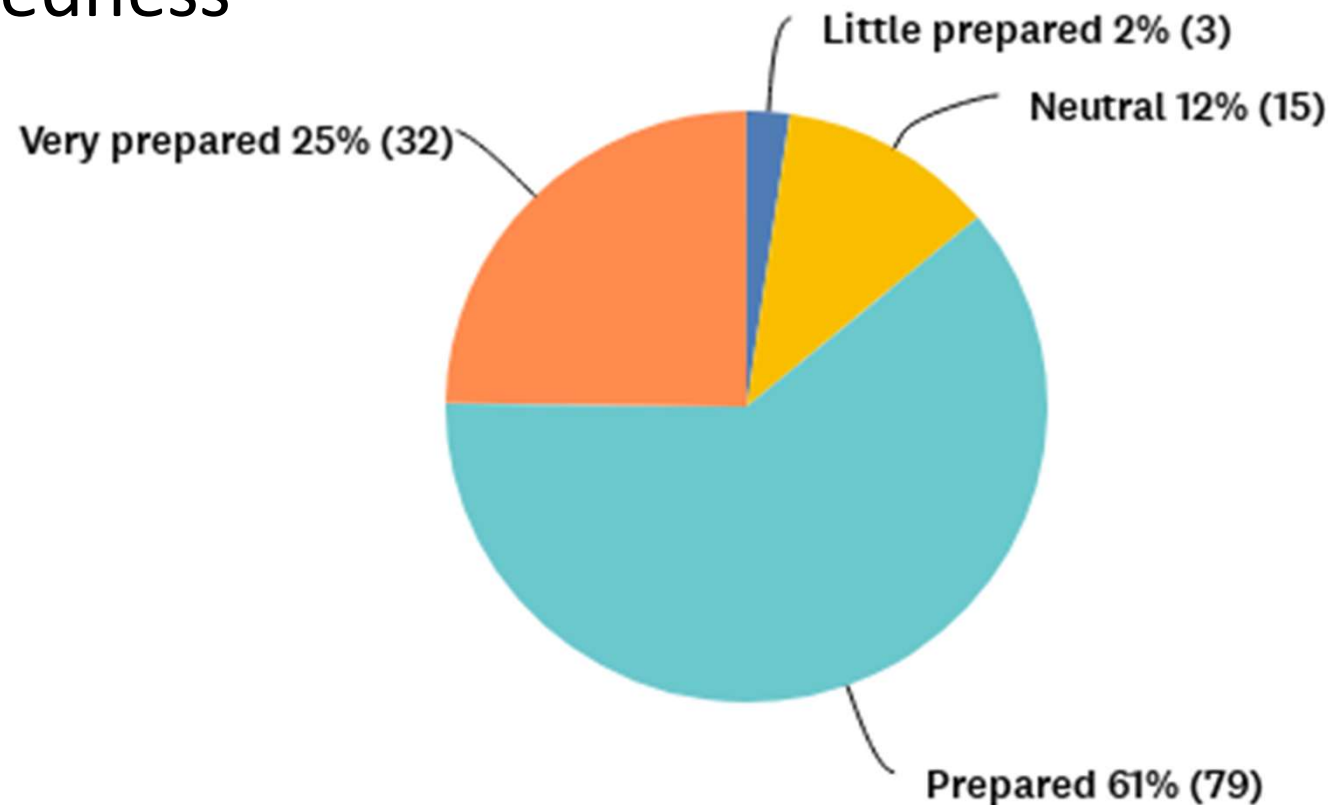
As an introduction to this unit, watch the TBLV Movie. It's about 12 minutes long and touches on several aspects you may need to consider when working with lower-level learners. This video focuses particularly on literacy learners. After the video, continue with reading the remaining chapters in this book for more theoretical background.



TBLV Post-course Survey Results

Partner Organizations

Level of preparedness



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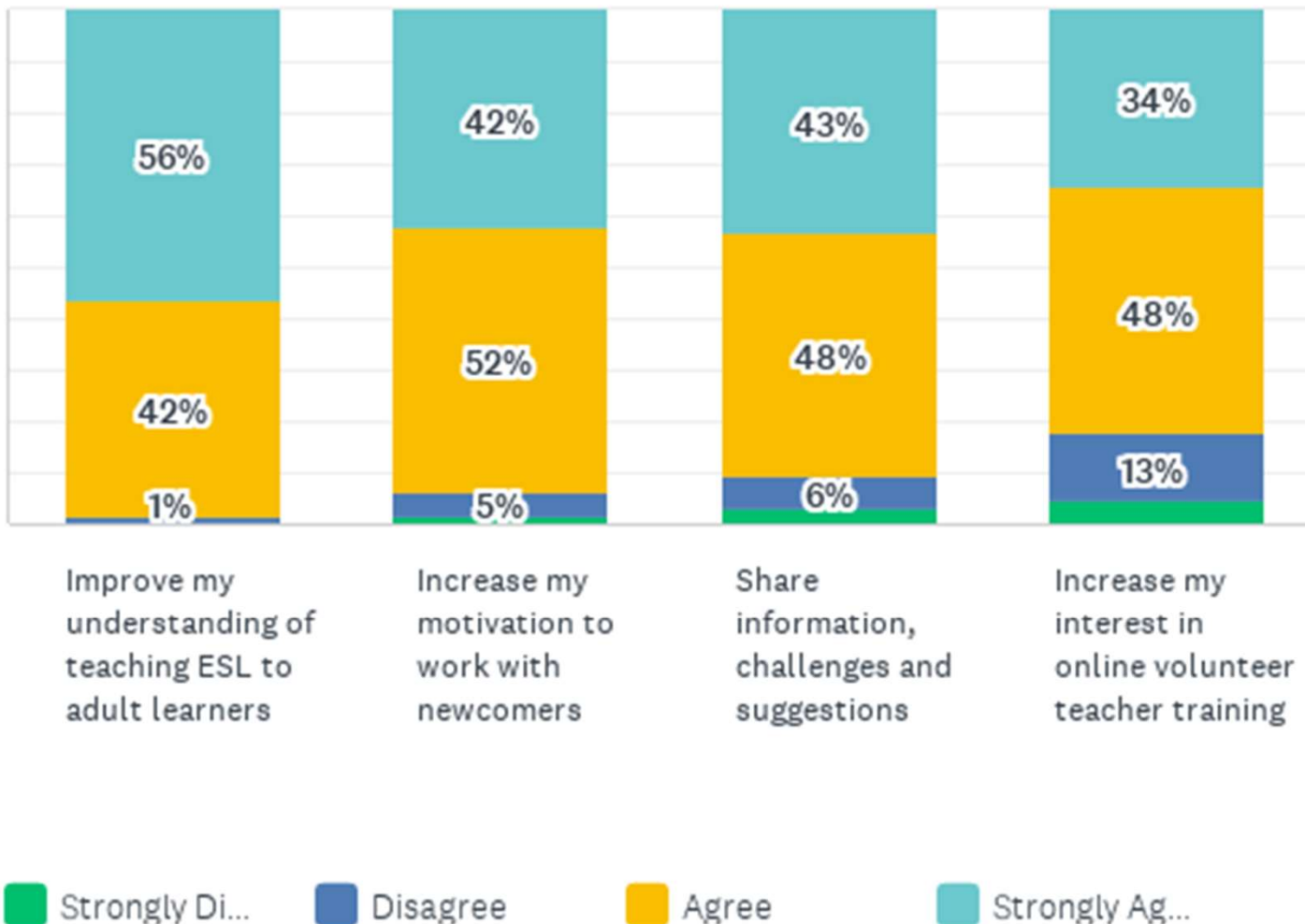
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TBLV Post-course Survey Results

Did the TBLV training help to ...



4.5★
average rating





L'AFIB

 **L'ABC du FLS pour
Instructeurs Bénévoles**

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L'AFIB

- New videos, readings, resources for teaching French as an additional language
- Relevant advice within the framework of FLS/CLIC
- Information on francophone regions and culture



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1. Introduction

La première semaine du cours vous offre une introduction à la terminologie et donne un aperçu des Niveaux de compétence linguistique canadiens (NCLC). Vous pourrez discuter de votre expérience avec d'autres bénévoles sur le forum.

-  Options de formation linguistique pour les nouveaux arrivants au Canada
Une vidéo par IRCC .
-  Introduction aux Niveaux de compétence linguistique canadiens (NCLC)
La vidéo et le texte de ce livre expliquent comment les Niveaux de compétence linguistique canadiens sont organisés et comment nous les utilisons pour évaluer le niveau de langue d'un apprenant.
-  Test NCLC
-  La terminologie et les abréviations
-  Listes - Je suis capable de
-  Forum: Introduction aux NCLC

soutien@avenue.ca

Topics covered in l'AFIB

1. Terminology of CLIC/NCLC
2. Working with lower-level learners (literacy)
3. Providing feedback & pronunciation
4. Using materials from the real world
5. Daily life and employment
6. Francophone culture and Canadian citizenship
7. Remote volunteering

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Literacy

1. Vidéo de présentation

2. Alphabétisation, qu'est-ce que c'est?

3. Alphabétisation et enseignement du français
langue seconde

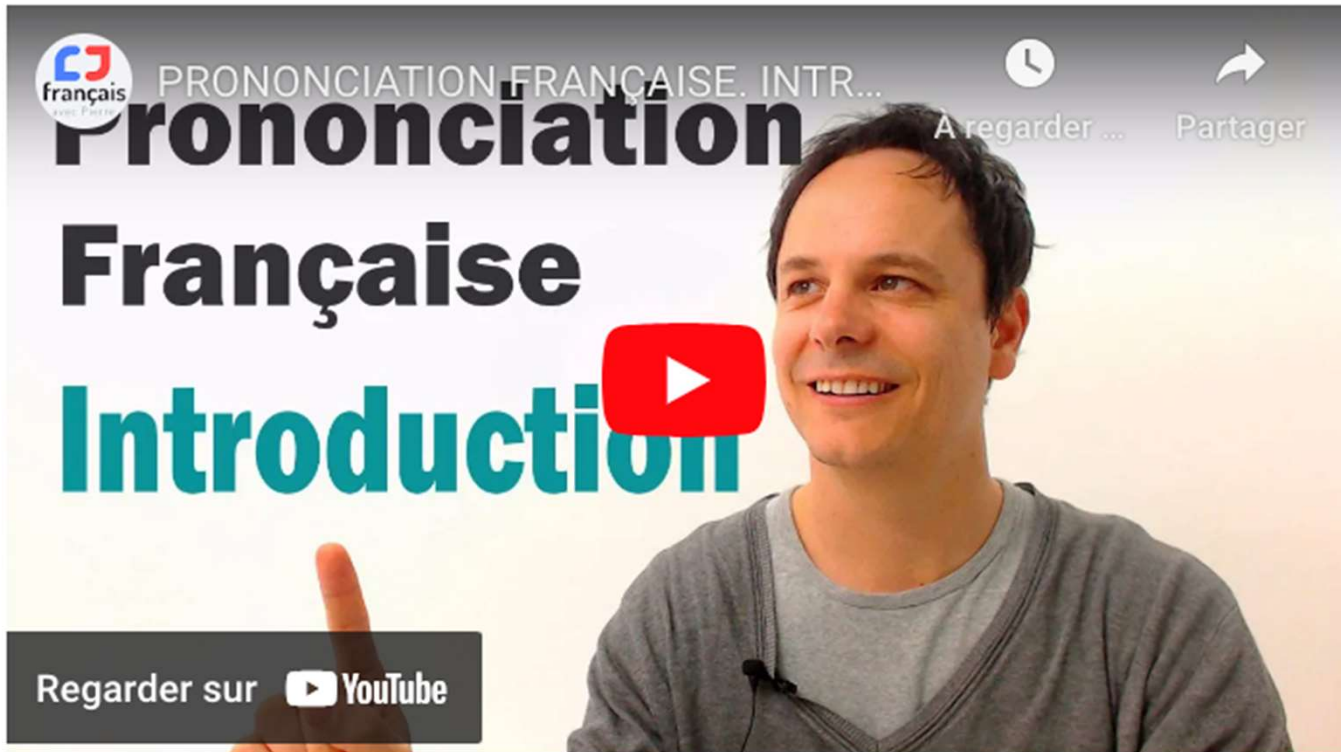
4. Les supports

5. Forces et défis

Pourquoi certaines personnes qui parlent français ne savent pas l'écrire?

- Parce qu'elles viennent d'une société qui ne favorise pas l'apprentissage de l'écriture.
- Parce qu'elles n'ont pas eu l'occasion d'aller à l'école
- Parce leur éducation a été interrompue par des guerres.
- Toutes ces réponses

Pronunciation



Les consonnes suivantes présentent généralement des difficultés, il faut cependant tenir compte de la langue maternelle de l'apprenant :

- Le son « v » comme dans « voilà », « vendredi » « avant »
- Le son « z » comme dans « saison », « maison »
- le son « r » comme dans « route », « rien », « heure »
- le son « che » comme dans « chat », « mouche »
- le son « g » comme dans « joie », « julien » « plage »

Employment – advantages of being bilingual

Selon vous, dans cette vidéo, quels sont les éléments qui pourraient susciter l'intérêt de vos apprenants?



Selon vous, quels sont les avantages d'être bilingue, français-anglais, au Canada?

Acadian culture

Voici un exemple d'activité qui permet de vérifier la compréhension d'une vidéo. Pour vous rendre compte de la difficulté rencontrée par vos apprenantes, faites le quiz vous-même, Répondez aux questions et cochez la bonne réponse.



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Testimonials

Volunteers work as interpreters, mentors, admin support, conversation circle leaders and event support staff among other roles.

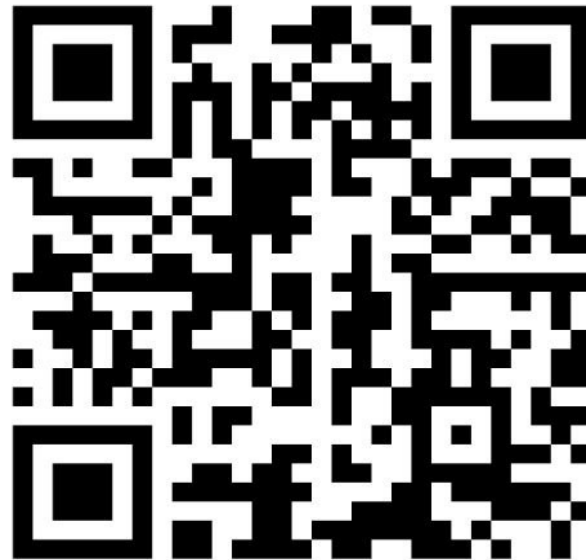
Volunteers enable the students to really express themselves. Volunteers also offer the one-on-one support that's necessary.

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How do I get volunteers?



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How do I get volunteers?

- Providing promotional material
- 2 YouTube videos on New Language Solutions' channel
 - Why Volunteer?
 - Why TBLV?

Training lowers barriers!

**FOR A
BRIGHTER
FUTURE**

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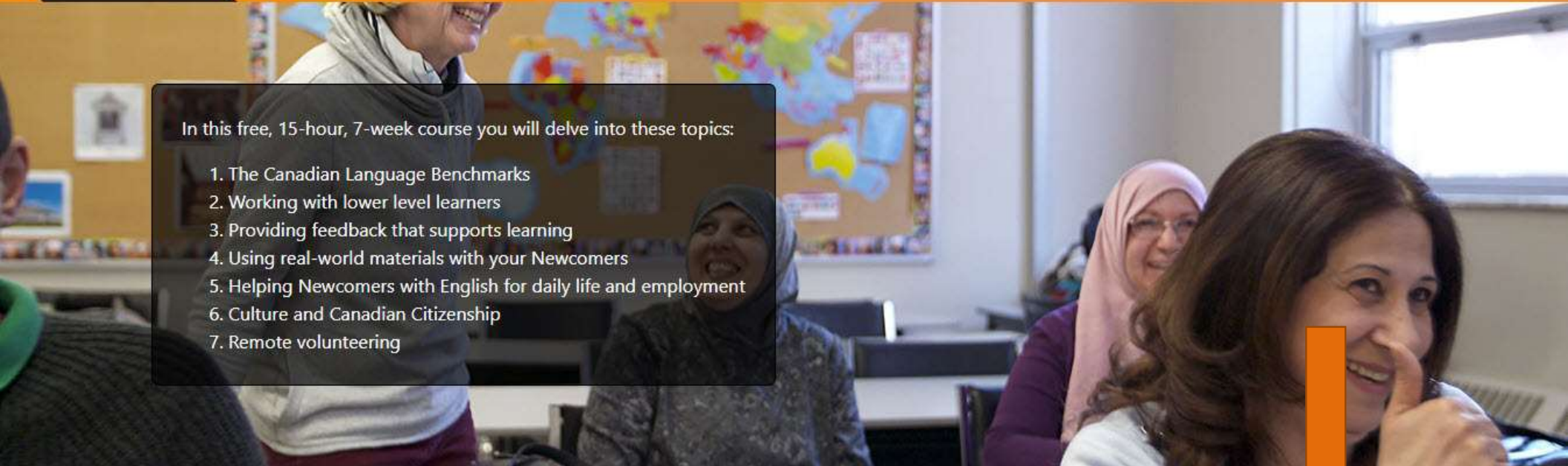


<https://avenue.ca/tblv/>

TBLV TESL Basics for Language Volunteers

In this free, 15-hour, 7-week course you will delve into these topics:

1. The Canadian Language Benchmarks
2. Working with lower level learners
3. Providing feedback that supports learning
4. Using real-world materials with your Newcomers
5. Helping Newcomers with English for daily life and employment
6. Culture and Canadian Citizenship
7. Remote volunteering



<https://avenue.ca>

[Go to the TBLV courses](#)

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Partnerships -1

- Train local coaches (Avenue teachers)
- Host TBLV course for local needs
- Certificates of completion for volunteers



In **Your** Area

Partnerships - 2

- Trained Avenue teachers
- Coach local volunteers 3-5 h/w
- Complete feedback survey



Coming in 2025 – TBLV Works!



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Questions?

For TBLV contact marijkeg@avenue.ca

For l'AFIB soutien@avenue.ca

TBLV page on the Avenue portal

<https://avenue.ca/tblv/>

YouTube channel New Language Solutions

<https://bit.ly/3ugJDVg>



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