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SECTION 6 – Administration

1. Introduction

We appreciate the vital role that Coordinators play in the RWN! Program and realise that the position carries a lot of responsibility. In an attempt to streamline the workload, we have created forms and procedures that once you are familiar with, will make your job easier. You are most welcome to call Central Office for help with understanding all the administration or if you feel you are drowning. Our role is to support our Coordinators.

2. Record Keeping

Administrative procedures can be divided into four record keeping sections:

- 1. Students**
- 2. Tutors**
- 3. Finance**
- 4. Resources**

Note:

Most stationery including forms and index cards are supplied by Central Office and have our logo printed on it. Coordinators are requested to place an annual stationery order with Central Office to save both time and money. Orders can be topped up throughout the year.

1. Students

- Student Interview Form
- Student Index Card
- Monthly Update Form (commonly referred to as the “Blue Form”)
- Hot Pink Form

Student Interview Form

Every student in the *Read Write Now!* program is enrolled by Central Office staff. It is essential that the student’s details be entered. Send a copy of the front page of the Student Interview form to Central Office for each student interviewed during the month. Send even if the student is not yet matched with a tutor.

All details should be noted as these are entered on a database and used for funding/marketing purposes by Central Office.

Maintain a file for student interview forms. These can be filed as 'students unmatched'. Once matched place in with the relevant tutor's file.

Student Index Card

This is a summary of the student's details and an ongoing method of recording contact made with the student. This can be filed as 'students unmatched' or 'matched' as appropriate. Once matched attach the card to the back of the Tutor Index Card and file alphabetically under the tutor's surname. Details of student contact should be noted the back of the card. Also note that there is provision to stick a red dot on the top right hand corner of the card if confidentiality is a major concern for the student. The red dot will alert you that any attempts to contact the student must be made with full discretion. Also advise Central Office so that the student is not posted the magazine or phoned for surveys.

Monthly Update Form – Blue Form

Any changes to student/tutor details i.e. status, destination, phone no, address, email address etc should be noted on the blue updates form and sent to Central Office at least once a month. This will enable staff to keep the Central Office database up to date.

Finished Students: note destination and finish date on Student Index Card and attach together with the Hot Pink Forms to the Student Interview Form. File under 'finished students'. Forms can be destroyed after 18 months; preferably shredded making sure no personal details can be deciphered. If a student returns after six months he/she should be re-interviewed and the relevant forms updated.

Hot Pink Form

3 copies of this to be sent to each new tutor/student match, then again at the beginning of each year. See pg 14, Section 2 *The Student*.

2. Tutors

- Tutor Application Form
- Tutor Interview Form
- Police Checks
- Police re-checks
- Tutor Index Card
- Tutor Hot Pink Form

Tutor Application Form

This form is part of the purple brochure advertising for Volunteer Tutors. Potential tutors normally post this form into Central Office. A photocopy is then sent by Central Office to the appropriate Coordinator. When the Coordinator receives this, he/she can arrange for an interview with the tutor.

If the Coordinator receives the application form first, they can take a photocopy, and send the original to Central Office.

Maintain a file for Tutor application forms. These can be filed as ‘Tutors Awaiting Interview’, ‘Tutors Awaiting Training’, ‘Tutors Rejected’ or ‘Tutors for review with Committee’ - whichever is appropriate.

Tutor Interview Forms

*Note: Please destroy any white Tutor Interview Forms, which have now been replaced with buff coloured Tutor Interview Forms.

These are supplied by Central Office and all Coordinators across the state are requested to follow this standardised format. They include information that must be given to the tutor, questions to ask the tutor and an ‘*Application for Volunteer National Police Check*’ form. Once the tutor has been interviewed and the Tutor Interview Form is complete, please send the following to Central Office:

- a photocopy the front page of the form
- the Police Check consent form (parts A & B completed and signed by the tutor, part C by the Coordinator)
- a photocopy of 2 forms of ID that the tutor has supplied (Coordinator must sight the originals). See following section *Police Checks* for further information.

Keep the tutor interview form together with the tutor application form whilst the tutor is awaiting training.

Maintain a manila folder filing system on all trained tutors. File alphabetically under the tutor’s surname. Once matched with a student place that student’s paperwork in the tutor’s folder.

Items to be placed in Tutor Folder: (To be kept in the office/or secure place)

- Tutor application form
- Tutor interview form
- Student assessment form and tasks
- Hot Pink Forms

Police Checks

It is now a legal requirement that volunteers working with “vulnerable” members of the community undergo a Police check. As students with low levels of literacy can legally be seen as being “vulnerable”, all tutors in the Read Write Now! program are requested to allow us to apply for a Police Check. There is no cost to the tutor when this is done through the *Read Write Now!* system.

At the time of interview the tutor is asked to fill out an Application for Volunteer National Police Check.

At the time of arranging the interview, the Coordinator asks the tutor to bring along two forms of identification to the interview (see below for suitable types of ID*). The Coordinator must ensure suitable proof of identity is produced, even if the tutor is known to the Coordinator. This ID is to be photocopied, and sent to Central Office along with the completed Application for Volunteer National Police Check form.

The Coordinator ensures that all sections of Part A of the Application form is completed in ink, using BLOCK LETTERS, and that Part B is signed by the tutor. The Coordinator then completes and signs Part C of the form.

*The Coordinator must check and photocopy EITHER
 2 forms of Primary Identification OR
 1 form of Primary Identification and 1 form of Secondary identification

FORMS OF PRIMARY IDENTIFICATION include

- Previous or current Australian driver's licence with a photograph
- Australian Passport (not expired by more than 2 years)
- Current overseas Passport
- Birth Certificate or Extract of Birth (support document must also be
 - produced if birth name has changed by marriage or deed poll)
- Visa or Immigration document
- Australian Document of Identity
- Australian Citizenship Papers

FORMS OF SECONDARY IDENTIFICATION include

- Medicare Card
- Pension card issued by Veteran Affairs or Centre Link
- Any card with tutor's name printed (not written) on it.

*Note: Please avoid using credit or ATM cards

Police Re-checks

Police re-checks will be done by Central Office every 3 years. Tutors will be asked to complete another Application for Volunteer National Police Check. They will not have to produce their forms of identification again.

Tutor Index Card

This is a summary of the tutor's details and an ongoing method of recording tutor contact. Tutors complete this card during their training. Central Office will post this to the Coordinator once the tutor has successfully completed two pieces of homework and been cleared via the Police Check for tutoring. On receipt of the tutor's index card, you may match the tutor with a student. Please do not match new tutors and students before receiving this card, unless otherwise indicated by Central Staff.

The cards can be filed as 'Tutors unmatched' 'matched' 'on hold' as appropriate. Once matched attach the card to the front of the Student Index Card and file alphabetically under the tutor's surname.

Group Data Base

Some regions choose to keep only hard copy records of the tutors and students. Other groups also choose to have a computer data base as well. This can be provided to the Coordinator in 'Access' format.

Hot Pink Form (the bright pink form)

This form is both a reporting tool to the Coordinator (and ultimately to Central Office) and a goal setting and progress tool for the Tutor and Student. It is a vital part of our funding accountability and also of quality accreditation of our course.

When the tutor is first matched with a student, and at the beginning of each year if the tutor is continuing with the same student, the Coordinator will send the tutor 3 copies of the Hot Pink Form – one for the student, one for the tutor, one to be returned to the Coordinator (Coordinator to tick the appropriate box at top right hand corner of form to show who form is for).

The tutor then follows these steps:

At the first tutor/student meeting, or at the beginning of each year, the tutor and student together discuss the student's goals for the year. The goals which the **student** chooses are ticked in the left hand boxes. The student keeps their copy, the tutor files his/her copy, and sends the Coordinator the third copy. The Coordinator then files this with that particular tutor/student's information.

In June and November, the Coordinator reminds the matched tutors to do a progress report using the Hot Pink Form. The reminder can be by email, newsletter or phone call. The tutor uses his/her original form, and with the student, marks in the right hand columns (using a J for June, a N for November) whether the student feels they are '*about the same*', '*getting a bit better*', '*getting much better*' or '*can now do this confidently*'.

The Coordinator can get this updated information from the tutor by either:

- phoning the tutor and then transferring the information onto the Coordinator's copy
- photocopying the Hot Pink Form (with goals) from the file and posting it to the tutor along with a stamped, addressed envelope to be sent back to the Coordinator when updated (please photocopy onto Hot Pink paper, which will be provided by Central Office on request) OR
- emailing a computer version of the Hot Pink form (Hot Pink e-Form) to the tutor (with the goals marked in) for the tutor to update and return to the Coordinator.
- holding a tutor meeting to tie in with the 'report time' and collect updates at meeting.

The aim of these Hot Pink forms is not only to provide a goal setting and reporting tool, it should also provide encouragement to both the tutor and the student as they see the

progress made throughout the year. It can also be a good indication of when the student is ready to move on from *Read Write Now!* when they see that their goals have been achieved.

Coordinators can also encourage their tutors to add to the Hot Pink Form any comments, requests or difficulties they may be having. They can then contact the tutors to address these requests.

Yearly Update of Continuing Tutors/Students to Central Office

At the beginning of each year, Coordinators will receive a computer print out from the central data base, showing information on current tutors and students enrolled for the previous year in their region. Coordinators are asked to check this information and return it with any additions/changes to Central Office.

Tutor Resignation

Once a tutor resigns a resignation form can be completed. Attach this together with the interview/application form, tutor index card and tutor resource card. Maintain a file of past tutors. This can either be alphabetical or by date finished. Records should be kept for 18 months.

c. Finance

The following are the main things we ask you to complete:

- Monthly expenses claim for your reimbursement
 - Travel log
 - Telephone log
 - Bank Details forms (2)
 - Annual Proposed Budget
1. Monthly expense claims for reimbursement help to ensure that you don't overspend your budget. For external auditing requirements, all receipts must be produced. Reimbursements can only be made for receipts presented - *credit card/efpos slips are not acceptable*. For your own records, it will help if all transactions are entered into a Cash Book/ Petty Cash book or spreadsheet as appropriate and totals checked and reconciled against the monthly bank statement (most Coordinators recruit a committee member to do this task for them).
 2. Travel expenses incurred by the Coordinator, as part of the coordination duties should be recorded on a travel log. Central Office supplies a travel log form to claim Kms travelled. Rates claimable for both metro and country Coordinators are as follows:

<1600cc	49 cents per Km
1601 – 2600cc	59 cents per Km
>2601cc	69 cents per Km

3. Central Office also supplies a telephone log form for local calls. For the reimbursement of STD or mobile phone calls please attach a photocopy of the relevant part of your phone bill, highlighting calls made on behalf of *Read Write Now!* 50% of internet access costs are also paid.
4. Bank Details forms: Central Office sends out a Bank Details form annually, which records the authorised signatories to your group's account and the branch details of your bank. This is required for audit purposes.

Note: The group Bank Account must have a minimum of three (preferably four) registered signatories. One must be the Coordinator, one a staff member from Central Office and the other(s) a committee member/tutor. Cheques must be signed by any two. All new bank accounts should be named *Read Write Now!* followed by the name of the group eg: *Read Write Now! – Morley*.

5. Proposed Budget: Central Office distributes this form annually for the Coordinator to complete. If you're not sure on this, please phone the office for guidance.

d. Resources

If possible, enlist someone to help compile a list of resources with a brief outline of their content and if possible a recommendation of the level of student that it would be appropriate for. Keep a copy of the list in the resources cupboard. Use a stamp or sticker to mark each item with the *Read Write Now!* branch name.

The list should be kept updated and used as the basis for an annual stocktake.

Location of Resources: Easy access to resources is vital if tutors are to make use of them. Many Coordinators have asked local libraries to store the resources and this works well where the library has the space to do so.

Library card: Some Coordinators use a card index system for tutors to note the title and date of resources borrowed and returned to keep track of the group's resources. Other Coordinators use an exercise book for tutors to record what they have borrowed.

Many Coordinators supply their tutors with a selection of photocopied worksheets to choose from. Be mindful of copyright and also of not letting your Master Sheet be inadvertently used.

2. Forms

Attached are sample copies of several administration forms and letters and a sample of a Coordinator's working calendar.

Student

1. Student Phone Enquiry Form
2. Student Interview and Assessment Form
3. Student Index Card
4. Monthly Update Form (Blue)

Tutor

5. Monthly Update Form (Blue - reverse side).
6. Tutor Application Form
7. Tutor Interview Form.
8. Application for Volunteer National Police Check
9. Tutor Index Card.
10. Tutor's Hot Pink Report Form.
11. Tutor Dismissal Form.

Finance

12. Travel Log Form.
13. Telephone Log Form.
14. Proposed Budget Form.
15. Bank Details Form.

Resources

16. Resource Loan Card.

Other

17. Stationery/Promotional Materials Order Form.
18. Sample of a Coordinator's calendar.
19. Procedures for Recording Student/Tutor Data (summary)