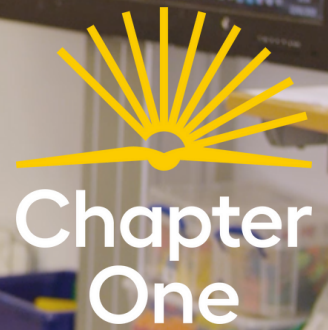


VOLUNTEERING FOR CHAPTER ONE: THE COMMITMENT



Here's what you need to know to make your volunteer experience as rewarding as possible:

It's a weekly commitment! 1 x 30-minute weekly reading session during term time. Consistent reading is very important to our pupils' reading success - we're keen for volunteers to read regularly with their pupils for **25 sessions or more** over the course of the school year.

Sessions begin in the autumn term, usually around October, and run during every school term week up to early July.

Annual leave for a week or two is absolutely understood - please **keep the teacher and your child informed**, and it would be wonderful if you could do an extra session in the week **before/after your leave**.

Always have your next session booked! To avoid chases, make sure you book in a future session, even if it's a week ahead if you are on hols etc.

Always use Google Chrome for your web browser when running the Chapter One reading platform.

Try to use **a landline or mobile phone** for session audio, not internet calling.

Disconnect your VPN before using the Chapter One platform and use another internet connection (or a personal device).

We are here to help! If you encounter a problem then do reach out to us on Live Chat. We can usually resolve 90% of issues on the spot.

Our support team is here for you and can always be reached at uksupport@chapterone.org.

We use email to keep in regular contact with you and to give you important information about your reading sessions. Please add uksupport@chapterone.org and noreply@chapterone.org to your contacts to avoid our emails going astray, and regularly check your spam folder.

As the year progresses, let us know if you've faced challenges reaching your pupil. We monitor sessions to ensure our Chapter One pupils are getting the reading support they need. If we notice that you haven't been having regular sessions, we will be in touch.

Remember to stay in touch with your child's teacher via messaging on the platform.

