



Chapter One

Timetable and what Volunteer Coordinators should expect from Chapter One

Here's what you can expect from us throughout the Chapter One year.

May to early July - the call out for volunteers

This is when most of our partners begin to recruit volunteers for the coming school year. We will provide you with a [recruitment toolkit](#) to share with your colleagues giving a full overview of the Chapter One online reading volunteers programme and why it is so needed, an explanation of the registration process and what is expected of our volunteers. It also answers our most Frequently Asked Questions (FAQs).

If you are the Volunteer Coordinator for a newly signed Chapter One partner (welcome!) you will have a special **onboarding call** with one of our team (either our CEO or Corporate Partnerships Manager).

If you are recruiting volunteers to support children in **SCOTLAND** please note that the process differs as they require a PVG check. We will be in touch to give you guidance on the process.

If you are a returning Chapter One partner, you may decide to skip the internal May/June recruitment step and wait until July, when registration opens, to invite your volunteers to sign up directly with us. Many partners also want to give returning volunteers (many of whom will have a valid DBS check for a second year) an option to sign up first, before opening recruitment more widely.

From mid-July - get your teams registered and trained

Around the middle of July we will be in touch to provide you with the details of how your volunteers can register for the programme on the Chapter One platform. If you have assembled an internal list, now will be the time to share registration details with your colleagues and ask them to register! Please advise your colleagues to register as soon as possible so that we can move forward with DBS checks. As part of the registration process, volunteers will sign up for training webinars which start in September.

Late August/early September - helping you keep track

When your employees start the registration process we will provide you with weekly status reports so you can keep track of who from your team of tutors has received DBS clearance and who's completed their training and is ready to be matched with a child. A

further report will then let you know who has been matched and is ready to start their weekly reading sessions.

You will also be able to monitor this progress yourself through your Volunteer Coordinator account on the Chapter One dashboard.

Late September to early November - weekly reading sessions begin

We will provide you with progress reports but again you will be able to log on to the dashboard as a Volunteer Coordinator to see the performance of your volunteers.

December and June - Christmas and end-of-school year celebrations

We encourage our volunteers to make in-person visits to the school for one of our 'Meet and Greet' events but virtual alternatives are also possible.

What contact will you have with the Chapter One team?

We highly value our Volunteer Coordinators and our friendly team is always on hand to help. Please email our Corporate Partnerships Manager, [Anna Ansted](mailto:anna.ansted@chapterone.org), if you have any questions or issues you'd like to discuss at anna.ansted@chapterone.org.

On a day-to-day basis, our Corporate Partnerships Manager [Anna Ansted](mailto:anna.ansted@chapterone.org) and live volunteer/technical support team are always available if you have questions or problems. In terms of other contact relating to your organisation's partnership with us, although we are a small team with limited capacity, we are really keen to have ongoing dialogue with partners to discuss collaborations, community building and fundraising ideas.

The frequency of meetings between Chapter One and the Volunteer Coordinator depends on the size of a partner's volunteer team:

- Teams of 10-29 volunteers are offered a progress meeting mid-year plus an optional end of year meeting
- Teams of 30+ are offered a quarterly meeting.
- Teams of 50+ are offered monthly meetings

Chapter One is a registered UK charity (No. 1179625) which is committed to improving the literacy outcomes of disadvantaged children.