

## Tutor Training Guide

This Guide will help you successfully carry out each session with your learning partner. It includes tips and pointers on how to achieve the best learning experience for your partner.

We will be covering the following aspects in this Guide:

- Completing the Lessons
- Zoom
- Your Set-Up
- Tutoring Style
- Lesson Plan
- Etiquette

### Completing the Lessons

- Our content that you will be using in your sessions is available on our website and can be accessed from the bottom of the home page under "[Materials](#)"
  - There are different resources on our Materials page organized by theme and CLB levels (Canadian Language Benchmark)
  - Zoom training materials and other documents are also available on our website
- It is absolutely critical to use **Google Chrome**. Please do not use any other browser because Chrome is the most advanced browser and the one that works the best with our content
- During the sessions, feel free to use Google to show images or pages the way we use it to show our friends celebrities or objects that we are referring to during conversations
- Clients will most likely be using Zoom on their smartphones, so it is really important to zoom in on the page. As you can see, there is a lot of wasted space on the side of the page and on a phone, this can turn into the middle section on the screen. Hence, it is important to know how to set up your page
- It is very important to challenge your partner. Do not put forward content that is too difficult or too easy
  - Content that is too difficult will frustrate them and they will not be able to follow
  - Content that is too easy will become unengaging and they will not learn
- If they do not understand something once you have said it twice or more, please do not force it. Move on and choose something easier
- In general, and in every session, you are spending 10-15 minutes on Small Talk
- Clients will expect you to correct their errors. They look for this kind of help and the one-on-one support in the sessions is great for this
  - You can choose to correct errors mid-speech or after the client is done

- You are not expected to explain linguistic theories in this program
- At the end of the session, feel free to assign homework if your partner is able to do it
  - Please focus on the same topic and do not jump around

## Zoom

- There are three things to keep in mind about Zoom:
  - [Sharing the screen](#) – this is our way to make both sides be able to move through the material together and make the sessions collaborative rather than having miscommunication and gaps between the two of you. Use this feature to share our content, Word documents or PowerPoint presentations as needed
  - [Sharing the whiteboard](#) – sometimes, tutors struggle to explain something or show the spelling of a word or write something down for their partner that they can see. In Zoom, you can use the whiteboard to do this
  - [Sharing the sound](#) – in traditional English classes, when a teacher plays the audio to do a listening exercise, they have to bring in a laptop, connect it to the speakers and do set-up which takes time. With Zoom, there is a simple and effective option here that lets you share the sound from your computer directly to your partner's device. We will show you how to do this during the training
- For every meeting, make sure to connect both your video and audio
  - Connecting your audio can be tricky – please familiarize yourself with how to do this **ahead of the session**
- It is really important to understand how to use Zoom correctly and efficiently as a lack of preparation makes you seem unprepared, puts off your partner and they can lose morale
- **Getting it right** makes for a successful tutoring experience
- Please also download Zoom on your smartphone because if your computer or laptop is not functioning one day, you will have a back-up measure

## Your Set-Up

- It is really important to set yourself up correctly so that your visual on your partner's screen is as seamless as possible and it is a successful tutoring experience. This includes:
  - Ensuring that you are in a good Wi-Fi spot
  - Not having background noise
  - Using the room in the best way possible with a clear background ex. No live TV
    - Please **do not** hold the session in a bedroom
    - Avoid cafes, restaurants and malls
  - Ensuring plenty of lighting so that your image is not dark or blurry
  - Using carpeted rooms to avoid having sound that bounces around
  - Using a headset or earphones with a microphone

- This eliminates feedback and echo and helps contain the sound which can lead to a frustrating learning experience
- Do avoid wireless headphones
- Adjusting your screen or camera so that you are proportioned properly and in the centre of the video rather than off to a side
- Please test your set-up and all of the above ahead of time so that you do not have technical issues at the time of the session

### Tutoring Style

#### Beginner Levels (CLB 1-3)

- Working with lower language levels requires a lot more effort than the higher levels
- With the lower levels, you have to have:
  - Patience
  - Animation
  - Miming ability
  - Visualization ability
  - Enthusiasm
  - Energy
  - Positivity
  - Enunciation
    - Enunciate and pronounce your words. It does not help your partner if you are not speaking clearly. Please remember that technology muffles sound
  - Tone
    - Be energetic. Nobody likes a monotone teacher!
- You have to move at the pace of the client. In some cases, you may have to slow down and work on something until they get it right but in other cases, you have to keep the session moving and move on
- In some cases, your partner simply might not understand what you are saying despite Google illustrations and strategies like miming. In that case, simply move forward and change the content
- With these lower levels, it is very important to remember that **repetition** is key. When you correct them, they need to repeat the corrected version several times because improvement will come and be noticed with repetition
- The session may be awkward at first but you will become more comfortable over time with one another
- For the lower levels, you will have to walk your partner through *everything* – instructions, what the exercise is saying, what to do next et cetera

#### Intermediate Levels (CLB 3-5)

- With the relatively higher language levels, the sessions will be more about conversation.

- Clients will be able to understand you, explain things better and you do not have to be as animated or visual. You can speak normally, at a regular pace, and in fact, we recommend that you speak normally so that they can get used to it
- Make sure to give your partner enough speaking time
- If it is a Conversation Practice session, 30% of it should be you speaking and 70% of it should be them speaking
- Be yourself! This is about developing a relationship with your partner

### Lesson Plan

- We will give you a lesson plan to follow. It is basically an agenda for the hour and a breakdown of the different activities to complete and how much time to spend on each
- Examples of a lesson plan include:
  - A General English session for someone at a lower level – 10-15 minutes of Small Talk with close-ended questions followed by exercises for each of the four skills (i.e. speaking, reading, listening and writing) on the same topic such as Banking or Canadian Law or Culture et cetera
  - For Conversation Practice – 10-15 minutes of Small Talk, 30 minutes of Conversation Questions on a specific topic relevant to them and 15 minutes on Conversation Dialogues on the same topic with possibly, role play at the end on the same topic with adaptations to this lesson plan as needed
- Your partner might ask you to do more of something or less of something else which is what we mean by adaptation as adults will voice their concerns
- It is very important that you follow the lesson plan but adapt it as you need to the individual in front of you.

### Etiquette

- If this is your first time tutoring online, **please do not mention that it is your first time** to your student. Being prepared avoids you to have to say that. Saying this will discredit you in front of your student, especially since first impressions matter a lot.
- Please avoid topics such as race, religion, gender and politics
- Please dress appropriately for the session

### Final Points

- It is important to get all of these things correctly so that the tutoring and learning experience can be as successful as possible. Any small distraction in any one of these areas, such as Zoom not working well or a lack of preparation or not repeating enough can make for a poor learning experience
- Another key final point is to make sure that the level of difficulty of the exercises, lessons or content is not too high or too low

- Please stick to the theme that the client wants. For example, if someone came to you for workplace English, do not give them general English exercises
- Again, please dress appropriately for the session