



Chapter One

THE VOLUNTEER COMMITMENT

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

It's a weekly commitment for an entire school year! 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 typically **25 sessions or more** during the school year.

Sessions begin in the autumn term, usually around October, and run during every school term week up to early July. **Always have your next session booked!** To avoid chases from us, make sure you book in a future session, even if it's a week ahead if you are on holidays etc.

Disconnect your VPN before using the Chapter One platform and use another internet connection (or a personal device). Always use Google Chrome for your web browser when running the reading platform and try to use a landline or mobile phone for session audio, not internet calling.

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.

We use email to keep in regular contact with you and share 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.

Once you have been matched with a pupil, you will be assigned a dedicated member of the Volunteer Support Team, who will be your **primary point of contact** throughout the year for any nonurgent questions or guidance you may need - we are here to help, support and encourage you every step of the way! Make sure to save their details and reach out to them if you need to.

Annual leave for a week or two is absolutely understood - it would be wonderful if you could do an extra session in the week before/after your leave. Remember you can stay in touch with your child's teacher via messaging on the platform.

We're here to help! If you encounter a problem during a reading session, please reach out to us **immediately** on Live Chat. We can usually resolve 90% of issues on the spot. For other queries, your dedicated Volunteer Support Team member is here to support you throughout your volunteer journey!