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Chumkriel Language School

INFORMATION PACK FOR VOLUNTEERS

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KEY POINTS

The following extracts from the Information Pack are key points we ask intending volunteers to consider.

1. **Length of Service:** We prefer volunteers to serve at least four weeks, particularly if they are teaching. Short-term volunteers are considered for non-teaching roles if they offer other skills useful to CLS.

2. **Applying to Volunteer:** If you want to volunteer, complete and submit an Application Form at least 6 weeks (and preferably 3 months) before you want to come. Application Forms can be downloaded at http://chumkriellanguageschool.org/get-involved/volunteer/ .

3. **Regular Volunteers:** Those who volunteer regularly at CLS and wish to return are not required to complete an Application Form but are asked to give at least 6 weeks' notice and must provide the documentation indicated at 5 below.

4. **Acceptance, Timing and Placement:** Applications to volunteer are closely assessed. Acceptance is not automatic, and timing and role must fit the CLS program. Work may not be full-time and will not always be at the Chumkriel site. For example, teachers may be asked to help only at Evening School, and this may be at Chumkriel or Ang Prey.

5. **Required Documentation:** Successful applicants must provide evidence of travel Insurance including health cover, police clearance, and a copy of their passport before coming to CLS.

6. **Orientation:** Details of a volunteer's role are explained and questions can be asked in an orientation session on arrival.

7. **Payment:** At orientation each volunteer is asked to pay US$50 to cover staff costs for processing and orientation. Those who already donate or who will donate to CLS programs during their stay are excused from making this payment.

8. **Dress Code:** Volunteers are expected to dress appropriately if working in the classroom. Check the dress code in the Volunteer Information Pack referenced at 11 below.

9. **Photography:** Photographing our students requires permission of CLS staff. Posting these photographs on the internet requires permission of the Director, Mr Thy.

10. **Visitors:** Volunteers wishing to bring visitors to CLS must check with the Director and ensure timing is acceptable. They must assume full responsibility for the visitor during their visit. Staff and student activities are not to be interrupted.

11. **Questions:** Before asking questions, please read the Volunteer Information Pack, particularly the "Overview" and "Volunteer Guidelines" within it. It's long, but it answers many common questions! Download the Pack at http://chumkriellanguageschool.org/get-involved/volunteer/.



Thank you for your interest in volunteering with CLS

Mr Thy

VISION, MISSION & VALUES

Our Vision

CLS creates life-changing opportunities for the children of Chumkriel and neighbouring communities to realize better futures for themselves and their families.

Our Mission Statement

To provide education and training that equip students with real-world skills to advance themselves and to make a significant and useful contribution to their communities.

Our Values

- *Professionally planned and executed programs.*
- *Positive and fulfilling learning environment.*
- *Respectful of individuals and cultural backgrounds.*

OVERVIEW

Welcome to the Chumkriel Language School (CLS)
Thank you for choosing to support our project!
CLS has benefited much from the efforts of volunteers over the years.

WHY CLS NEEDS VOLUNTEERS

Volunteers (foreign and Cambodian) are important in the development of CLS and we value them highly. Our goal with volunteers is to create a mutual sharing environment where skills can be exchanged and everyone can learn. Working with a volunteer to support and train our staff allows us to continue to use skills learned after the volunteer has left.

Foreign volunteers also benefit our program by creating opportunities for our staff and students to share cultures and ideas with native English speakers. After serving, many volunteers continue to contribute in their home countries by raising awareness of our organization and its work, and by fundraising.

Chumkriel Language School does not receive any funding from the government. We therefore operate on a tight budget. If volunteers wish to run particular programs or activities and these are agreed with staff, we ask that they supply any materials needed for those programs or activities.

CLS employs only local Cambodian people. Volunteers assist CLS staff without taking away employment opportunities.

WHO AND WHAT CLS NEEDS

CLS values volunteers with experience in teaching (especially English as a Second Language) or who possess specific skills/training related to our organization. Examples of non-teaching skills useful to CLS include computer/IT support, agricultural knowledge, library support, administration & project management, marketing and fund raising, and financial management and accounting.

We prefer volunteers to serve at least four weeks, and this is the minimum commitment required of those seeking a teaching role. In four weeks a volunteer can be trained and is comfortable enough to be effective. It is also sufficient time to allow children to develop a relationship with a person and to prepare them emotionally for when that person leaves. ***Short-term volunteers (two to three weeks) may be considered for non-teaching roles if they can offer specific skills useful to our organisation.***

To improve programs and ensure the welfare and progress of our students we must choose carefully who can and cannot work at CLS. ***Applications are therefore closely assessed and acceptance is not automatic****.*

PLACEMENTS & PROGRAMS

Volunteers have been vital in the development of CLS and we value them highly. Our philosophy with volunteers is to create a mutual sharing environment. We ask volunteers, however, to respect that this is a Khmer run project for the Khmer community.

Our Khmer teachers have worked hard to create their programs and we ask that volunteers who teach work within the scheduled lessons to minimise disruption. Working to support and assist our teaching staff and running classes together allows our teachers to learn new skills which can be applied after the volunteer has left. If you would like to run any specific activities with the students we ask that you discuss this with the Khmer

teachers during planning and reflection time from 11am – 12pm. Assistance is appreciated when requested.

Based on schedules and your availability, dates and times for volunteering will be agreed if and when your application is accepted. Details of your placement and role will be explained further in an orientation session when you arrive. Our students will also be discussed with you. Please use this orientation as an opportunity to ask questions regarding the school, the centre and your role as a volunteer.

You will be provided with contact details for the Volunteer Coordinator,* Rathanak*, during orientation. if you can't attend your volunteer placement for any reason during your stay, please inform him in advance.

While you are volunteering you are encouraged to discuss anything with our staff during planning and reflection time, especially if you have problems. We always endeavour to solve issues together. The Director and teaching staff value feedback, and suggestions are appreciated.

CLS is funded entirely from donations. The school does not receive funding from the government or NGO's working in Cambodia**. *We therefore ask that each volunteer bring to the initial orientation a US$50 payment to offset the additional workload for staff in processing and orientation. The initial $50 payment is not required of those who already donate to our programs or who intend to become donors during their stay.***

If during or after volunteering you wish to contribute to our school, please ask our Director how you can best support our work. ***Donations are always gratefully received.***

TERMS OF PLACEMENT

Volunteering at CLS is unpaid, but we ask that the position be given the same respect as paid work. This is not an opportunity to just play with the children.

Guidelines are included in on Page 4 of this document. ***Please read and follow them***

***We ask that volunteers make their own accommodation, meal and transport arrangements*.** We can provide suggestions on request.

We expect volunteers to work as part of a team, communicating with staff to ensure they have an understanding of lessons and activities, and working effectively together.

Please come to CLS with a positive outlook, an open mind, and willingness to listen, learn, share and assist.

APPLICATION TO VOLUNTEER

Anyone wishing to volunteer must complete and submit an Application Form at least six weeks (and preferably 3 months) before they intend to come. Groups are asked to give 3 months' notice. If your application is accepted, before coming to CLS you will be asked to provide evidence of ***Travel Insurance incorporating health cover***, of ***police clearance*** in your country of residence (or Working with Children Certificate if from Australia), and a copy of your ***passport.***

We hope all volunteers have a happy and enjoyable experience while working with CLS. We enjoy learning about other countries and cultures and hope you will learn from ours. And remember to never do for a child (or community) what they can do for themselves.

GUIDELINES FOR VOLUNTEERS

These guidelines are to be followed by you as a volunteer to ensure your service at Chumkriel Language School is enjoyable and mutually beneficial. Please ask the staff if you have any questions.

Culture

CLS welcomes foreigners and enjoys learning about other cultures. We hope you will enjoy learning about Cambodian culture and demonstrate respect by remembering to:

- Speak slowly and clearly and repeat patiently
- Don't be too loud as this can be misunderstood as frustration or anger
- Approach students in a calm, gentle manner
- Avoid touching students on the head
- Always seek advice from our Khmer staff if you are unsure
- Preaching religion or politics or holding conversations intended for cultural influence is not acceptable

Punctuality and Scheduling

CLS staff will work with you to decide your role, where you are best located (CLS or Ang Prey), and your schedule. You may be asked to work full days, or just a few hours each day, depending on our needs at the time and how your experience fits these.

It is important the CLS timetable be disrupted as little as possible, and you will be asked to follow the curriculum unless otherwise instructed by the Khmer teacher.

Commitment to this program is important and we ask that, except in cases of illness, you ***give at least three days' notice if you will be unable to attend***. Please contact the Volunteer Coordinator, Rathanak.

If participating in community work outside the grounds, please agree on a meeting time and don't be late.

Volunteer Conduct and Child Welfare

AS a volunteer you are representing CLS. Please show leadership and maturity and present a positive example to our community at all times. Respect our community, our staff, our students and environment.

Child safety is our highest priority and volunteers must respect the following rules:

- ***Volunteers must provide a copy of their passport and a current Criminal Record Check before coming to CLS. Originals should also be brought to the introductory orientation at CLS.*** Copies will be kept on file.
- The primary role of staff is to ensure the efficient running of the school and centre and to meet the educational needs of the students. Please be mindful of their time and responsibilities.
- Volunteers should maintain a teacher – student relationship at all times. Volunteers are encouraged to be friendly but are to remember that children are students, not friends of the staff and volunteers.
- Volunteers must be conscious of the difference between passing on skills within programs and just

playing with children which is not acceptable (refer to http://thinkchildsafe.org/volunteers). Think about the regulations you had growing up at schools that protected the privacy, safety and rights of you and other children.

- Volunteers should never work alone with students in or out of the classroom. Teaching a group of students alone is only permitted if it has been discussed with a CLS teacher or staff member.
- Giving food, drink or gifts to students is not appropriate and should not be done unless permission is obtained from the Director or Rathanak.
- Social interaction with individual students outside school is not appropriate. Please speak with the Director if you would like to plan a social outing or a meeting with CLS students. Social interaction with CLS staff is permitted with discretion.
- Do not give or take personal email addresses or phone numbers without the permission of the Director. Correspondence should be through the CLS email.
- Volunteers must not visit students at home unless first arranged with CLS management.
- Photographing students is not permitted without the permission of CLS staff or management.
- Photographs of students must not be posted on the internet (Facebook , Instagram, blogs, etc.) unless express permission is given by the Director.
- Smoking, drinking and drug taking are strictly prohibited inside the school grounds or while engaging in volunteer activities.

If you see or hear of an incident that you think should be questioned, please tell a staff member immediately
For more information on child safety please go to http://www.thinkchildsafe.org

Dress Code

Out of respect for Khmer culture and the educational organisation you are there to support ***please dress professionally and appropriately at all times.*** See our chart below for what is appropriate in the classroom**.**

- General appearance should be clean and neat, and tattoos should be covered and piercings removed.
- If working in the classroom, shoulders and knees must be covered and low cut knecklines are not permitted. Shorts may be worn if working outside rather than in the classroom. Avoid offensive logos, old T-shirts, transparent clothing and loud or “hippy style” outfits. Plain or conservative styles are preferred.
- Hats and sunglasses should be removed before entering the school building.
- Please avoid wearing heavy makeup or perfumes.

HOW TO DRESS AT CLS
as illustrated by our students



Health and Safety

- For all accidents (even minor) involving volunteers or students please advise CLS staff immediately.
- Driving motorbikes on school grounds must be at a walking pace and in a responsible manner.
- ***Taking students as passengers is not permitted under any circumstances***
- All volunteers are required to have Travel Insurance incorporating health cover, and to provide evidence of same before coming to CLS.
- ***CLS staff will assist with contacting medical services but CLS is not responsible for accidents or injuries suffered while volunteering.***

Visitors

If volunteers wish to bring friends or acquaintances to visit the Centre, they must first check with the Director or Rathanak to approve the visit and ensure the timing is acceptable. They will then be responsible for showing their visitors around without interrupting staff or student activities. Visitors are not to be taken into the CLS classroom during classes as this is disruptive to students and teachers.

Donations

CLS is a non-profit community based organisation that relies on donations for its operation. CLS appreciates donations but asks that you respect the following guidelines if supporting our program through donations:

- All donations must be given to CLS management, not to teachers, students or community members.
- Donations of appropriate clothes and resources are welcome, but please check needs with CLS management before departing your home country. Cash is often preferred to goods, as many items can be purchased far more cheaply in Cambodia than in western countries.
- CLS prefers volunteers don't give donations for individuals unless first discussed with management.

Breach of Guidelines

In the event a volunteer commits a serious breach of these Guidelines or demonstrates continuing failure to abide by them, CLS may, at its discretion, terminate the service of that volunteer.

Visas

Check the information under "Passports and Visas" on Page 21 in the "Travel Advice for Cambodia and Kampot" section of this document

HOW TO HAVE A POSITIVE VOLUNTEERING EXPERIENCE

HUMILITY

Your whole volunteering experience will be defined by the interactions you have with others. If people find you approachable, modest, polite and respectful, you will have a positive experience. If you are abrasive, arrogant or ignorant, your ability to serve effectively will be limited.
AN OPEN MIND and OPEN HEART will serve you best.

RESPECT

The way you speak, interact, communicate, dress, move and learn will impact on how you are perceived by the community. ***Be authentic and honest about who you are as an individual*** and the impact you will have. Keep in mind that you are entering someone else's home and community. Try to learn a little of the language. This is a great way to understand the culture and earn trust and respect.

SERVICE

It is all about the people you serve: not you. If you have expectations as a volunteer, then you are setting yourself up for disappointment resulting in a negative reaction and potentially negative impact on the community. Tread lightly. You are valued in the role you have been given. You are entering someone else's culture and home.

OPEN MINDEDNESS

Approach a volunteer placement with a positive mind: I am here to learn. Before questioning methods that are perhaps not like home, think about the cultural and social impact you may have. This method may have served the community well for generations, so be sure you understand the entire situation. If you assume you know more or better than the locals, you are in danger of offending your host, or worse, of proving to be an ineffective volunteer.

REALISM

You will gain so much more than you give to the community if you are open and honest. ***Be realistic about what you wish to accomplish and can accomplish.***

PATIENCE

Be mindful of your surroundings. Take time to watch and listen during your time as a volunteer. Something that you think is important may in fact be irrelevant or not important at all in the scheme of things. Remember, the community will carry on long after your departure.

UNDERSTANDING

Learn and respect the culture of your hosts. Not just what the guidebook says, but organizational and social culture. Things that are acceptable in your family or workplace may be uncomfortable or offensive to your hosts. Is it ok to ask questions? Who has hierarchy in the community? As a visitor, is it your place to make recommendations or suggestions? Have you observed and learned enough to make informed judgments and educated observations?

ASK YOURSELF...

AM I HELPING OR HINDERING BY VOLUNTEERING? Is my presence a burden on my hosts? Is it worth their time to welcome, train, support, supervise and manage me as a volunteer? Or would it be more beneficial for me to make a different kind of contribution? Financial? Material?

AM I TAKING A JOB AWAY FROM A LOCAL PERSON? Will my volunteering or free service have a negative impact on the community?

WHAT ARE THE LONG TERM EFFECTS OF MY VOLUNTEERING ON THE COMMUNITY? What are the short term effects? Will they have a negative impact or a positive one?

IF VOLUNTEERING WITH CHILDREN, WHAT WILL THE EFFECT BE ON MY DEPARTURE? Am I spending enough time to form meaningful and healthy relationships or is my time tokenistic? Will I be just a foreigner who enters their life briefly then abruptly departs leaving with no enduring or useful legacy?

We encourage you to visit the following websites and read through the material on volunteering:
http://www.thinkchildsafe.org/thinkbeforevisiting/
https://newmatilda.com/2014/02/06/hey-voluntourist-take-back-seat

Take time to also look at the Chumkriel Language School Website, http://chumkriellanguageschool.org/

Go to the people
Live with them
Learn from them
Love them
Start with what they know
Build with what they have
But of the best leaders
When the job is done
The task accomplished
The people will say
WE HAVE DONE IT OURSELVES *Lao Tzu*

APPLICATION FORM FOR NEW VOLUNTEERS

Thank you for your interest in volunteering with CLS. Please review the "Volunteer Information Pack" which you can download from the "Volunteer" section of the CLS website, then complete and submit this document to clsvolunteering@gmail.com **at least six weeks (and preferably 3 months) before your proposed arrival date** to allow us to consider you for a placement. **3 months advance notice is mandatory for groups.**
A minimum one month commitment is required for teaching positions, and a minimum two weeks for other roles (longer is preferred). Those who are accepted are asked to pay US$50 on arrival to offset additional workload for staff in processing and orientation. The payment is not required of those who already donate to our programs or who intend to become donors during their stay.

PERSONAL DETAILS

Name (as appears on passport)	
Name you prefer to be called	
Date of birth (DD/MM/YYYY)	
Nationality	
Passport Number	
Languages spoken and fluency in each	
E-mail address	
Proposed commencement date	
Proposed completion date	
Emergency contact (name, email, relationship, phone number)	
How did you hear about CLS?	

VOLUNTEERING INTERESTS

In which volunteer role(s) do you believe you can contribute (please provide adequate information in the Experience and Skills sections below to demonstrate competence to work in any fields you select)

- ☐ Class Room Teacher of English
- ☐ Class Room Teacher of computing
- ☐ Class Room Assistant
- ☐ Sports and outdoor education teacher
- ☐ IT services (computer repair, web updates, etc.)
- ☐ Clerical / Business Management
- ☐ Marketing & Publicity
- ☐ Financial Management/Accounting
- ☐ Translation (English – Khmer)
- ☐ Handyman
- ☐ Other (provide details) _____

EDUCATION

Completed Secondary School?	YES ☐ NO ☐
Further Education (*University, Technical College, Trade, etc.)*	

PROFESSIONAL EXERIENCE & SKILLS

Please describe your professional experience and skills you possess.

OTHER SKILLS

Please describe other skills or talents you could share with our organization (*eg. play a musical instrument, experience with arts and crafts, sports experience, etc.*)

VOLUNTEERING EXPERIENCE

Have you volunteered in Cambodia before?	NO ☐ YES ☐ Where & with whom _____ _____
Have you worked with children before?	NO ☐ YES ☐ Where & with whom _____ _____ Ages? _____
Have you taught English as a second language (ESL) before?	NO ☐ YES ☐ Where & with whom _____ _____ Ages of children taught_____
Summarise your previous volunteering experiences.	

REFEREES

Please provide contact details of two people who know you well enough to give comment about your suitability for this role. They could be your teachers, employers, or simply non-personal references.

1. Name: Relationship:
   Phone number: Email:
2. Name: Relationship:
   Phone number: Email:

Checklist:

Completed application form ☐
Contact details of two referees ☐

The following further documentation will be required if your application is accepted:

Criminal record background check (Note: this can take up to 6 weeks to obtain) ☐
Health Insurance ☐
Copy of passport. ☐

If there are any changes to your plans, please let us know as early as possible.
Please contact clsvolunteering@gmail.com if you have any questions or concerns.

APPLICATION FORM FOR RETURNING VOLUNTEERS

(those who have come before but are not regular volunteers with CLS)

Thank you for your interest in volunteering again with CLS. Please review the "Volunteer Information Pack" which you can download from the "Volunteer" section of the CLS website, then complete and submit this form to clsvolunteering@gmail.com **at least six weeks (and preferably 3 months) before your proposed arrival date** to allow us to consider you for a further placement at CLS. **3 months advance notice is mandatory for groups.**

A minimum one month commitment is required for teaching positions, and a minimum two weeks for other roles (longer is preferred). Those who are accepted are asked to pay $50 on arrival to offset additional workload for staff in processing and orientation. This payment is not required from those who intend to donate US$300 or more during their stay to support our programs.

PERSONAL DETAILS

Name (as appears on passport)	
Date of birth (DD/MM/YYYY)	
Nationality	
Passport Number	
E-mail address	
Proposed commencement date with CLS	
Proposed completion date with CLS	
Emergency contact (name, email, relationship, phone number)	

PREVIOUS VOLUNTEERING WORK WITH CLS

Please summarise below your previous volunteering work with CLS – dates you were here and the role(s) you filled.

PROPOSED VOLUNTEERING WORK WITH CLS

Please indicate below the work you would like to undertake this time with CLS.

- ☐ Class Room Teacher of English
- ☐ Class Room Teacher of computing
- ☐ Class Room Assistant
- ☐ Sports and outdoor education teacher
- ☐ IT services (computer repair, web updates, etc.)
- ☐ Clerical / Business Management
- ☐ Marketing & Publicity
- ☐ Financial Management/Accounting
- ☐ Translation (English – Khmer)
- ☐ Handyman
- ☐ Other (provide details) _____

If the role(s) you have indicated above is/are different to the role(s) you filled last time, please provide in the space below details on background and experience you believe qualify you for the new role(s).

The following further documentation will be required if your application is accepted:

Criminal record background check (Note: this can take up to 6 weeks to obtain) ☐

Health Insurance ☐

Copy of passport. ☐

If there are any changes to your plans please let us know as soon as possible.

Please contact clsvolunteering@gmail.com if you have any questions or concerns.

ROLES AND RESPONSIBILITIES/CONTRACT FOR EVENING CLASS

ROLES AND RESPONSIBILITIES/CONTRACT FOR LEARNING CENTRE

VOLUNTEER COMMITMENT

(These documents will be completed on arrival at CLS)

ROLES AND RESPONSIBILITIES OF STAFF AND VOLUNTEERS

Learning Centre open: Monday to Friday, 8–11am & 2–5pm;
Staff development & activity preparation: 11-12 daily.
Evening Classes: Monday to Friday, 5.10-6pm & 6.10 – 7pm

The role of Khmer Staff for Learning Centre and Evening Classes includes:

- Meet the new volunteer and conduct an orientation prior to any class room involvement.
- During orientation of a volunteer who will work at the Learning Centre, discuss the weekly schedule and how he/she can best support the teaching staff in the centre (eg. help with the English class, support for developing students, help with homework, practice conversation, help with activities or sport). Tell the volunteer that if he/she wishes to take an activity, he/she must discuss this with the Supervisor, Rathanak, to see if there is time in the schedule.
- During orientation of a volunteer who will work at the evening classes, explain the evening class schedule and how he/she can help in the classroom.
- ***For the first class,*** the volunteer should ***only observe and learn how to work in the class.***
- Greet your class. Introduce your new volunteer. Allow students to ask and answer questions.
- Review previous lesson and homework and check the students have understood the topics.
- Start the new lesson. Once the volunteer is comfortable to assist, ask him/her to help with pronunciation, definitions, role plays, word games, movement, songs, etc.
- Allow time for students to write up the lesson.
- Review the lesson and give students the chance to ask questions. Set homework.
- Thank your volunteer.

The Volunteer's role at the Learning Centre includes:

- Arriving at the Centre at the time assigned by the Supervisor.
- During orientation, discuss the weekly schedule with the Supervisor, Rathanak.
- If there is a specific activity you would like to do with the children (art, singing, music, craft, etc), discuss this with the Supervisor before your arrival or during your orientation. We are happy to have new activities, but they must be scheduled into the curriculum, and you may have to bring your own supplies for the activity.
- If you have ideas that may help the students, discuss these with the Supervisor during planning time (11am – 12 pm daily).
- Except in case of sickness, the Supervisor, Rathanak, is to be informed of any absence at least three days beforehand.

The Volunteer's role in evening classes includes:

- ***Supporting and assisting the Khmer teacher when requested. The Khmer teacher is to organise and lead his or her class.***
- Arriving at the classroom at the time assigned to meet your Khmer teacher for initial orientation, and arriving for all future classes prior to the first class starting at 5.10pm.
- Before class, the teacher and volunteer will discuss the lesson, prepare resources, discuss how the volunteer can support the teacher, and the volunteer will get to know the Khmer teacher.
- Except in case of sickness, the Supervisor, Rathanak is to be informed of any absence at least three days beforehand.
- If you have ideas that may help the students to understand the topic better, do not hesitate to discuss with your teacher ***after class at a time that is convenient with the Khmer teacher or with*** **Rathanak.**

The Volunteer's role in classes at the Learning Centre and Evening Classes includes:

- The Khmer teacher will ask you to introduce yourself to the students - your name, where you are from, how long you will be at CLS, etc.
- The Khmer teacher will then encourage students to ask you questions. They normally ask: "What is your job" and "do you have brothers or sisters?" They may ask personal questions such as your age are or are you married. These questions can be personal, but please understand that in Khmer culture they are normal and students don't mean to be impolite.
- Feel free to ask students questions. You can ask their age, grade, how many siblings, etc
- For your first day at CLS let students get comfortable with you. We have had many volunteers from all over the world come to CLS, so the children are used to new faces. Some children are shy, some aren't. Please be patient; they will come to enjoy having you in class! If you run an activity and some don't participate at first, they will eventually want to join in.
- The Khmer teacher may ask you to help with homework, pronunciation, definitions, conversations, reading, listening, educational games, etc.
- You can help with discipline. If students are noisy when the teacher is talking, you can ask them to shhh – be quiet. If the teacher is involved with one particular group, you can help control the other students by walking around and helping them with spelling, reading, writing, etc.
- Please be respectful and mindful of language and cultural differences.
- If you have problems with your volunteer placement, please contact the Director, Mr Thy, on 089256400 or Rathanak on 015902628. He will be happy to assist. It is important you feel comfortable and appreciated!

If you agree with the above volunteer conditions, please sign below.

_____ _____

Volunteer **Staff Member**

Thank you for volunteering with us and enjoy your time at CLS!

VOLUNTEER COMMITMENT

I, _____allow the Chumkriel Language School (CLS) to use my personal information for work related purposes. I have read and agree with the guidelines for working with CLS.

I understand that all personal information collected will be filed with respect to my privacy. However, CLS reserves the right to provide these details to official departments if required for legal purposes.

I understand the information provided to me and will do my best to behave respectfully and appropriately and within the CLS code of conduct as outlined in this document.

I will alert my supervisor if any issues arise, and will help provide a safe environment for students, staff and volunteers.

I will pay the sum of US$50 (fifty United States dollars) to CLS on arrival to defray costs associated with my selection, appointment and working with CLS..

I understand and agree that if in the joint opinion of my CLS Supervisor and the CLS Director I am not suited to a role to which I am appointed, they may, in consultation with me, appoint me to another role to which they consider me better suited. I also understand that if I fail to fulfil to the satisfaction of my CLS Supervisor and the CLS Director any role with CLS to which I have thus been appointed, and/or if I otherwise breach any of the terms of my "Roles & Responsibilities" Contract or commit a serious breach of the Volunteer Guidelines", the CLS Director may, at his absolute discretion, terminate my service with CLS.

I hereby agree to indemnify and keep indemnified Chumkriel Language School and its Staff and Volunteers from and against all actions, costs, claims, charges, expenses and damages whatsoever, which may be brought or made against them or any of them arising out of, or in connection with, my work for Chumkriel Language School. I hereby agree to indemnify and hold harmless Workers and Volunteers at Chumkriel Language School from their actions thereof.

I have read and understand my role as a volunteer and agree to comply with these guidelines.

VOLUNTEER ***CLS STAFF MEMBER***

NAME_____ *NAME_____*

SIGNED_____ *SIGNED_____*

DATE_____ *DATE_____*

- *a copy of my passport is attached*
- *a copy of my criminal record check is attached*
- *a copy of my travel insurance certificate or receipt is attached*
- *please add me to the CLS email list yes/no*

IDEAS FOR ASSISTING IN THE CLASSROOM

The following classroom ideas are adopted from guidelines prepared by "REACH for your future" NGO, Vietnam.

M**odel activities and do role plays**. You can help the teacher demonstrate games or activities so they are clear for the students. You can also assist the teacher with writing on the board, handing out papers, cleaning up, and doing other basic classroom tasks.

Model pronunciation. The teacher may ask you to model and drill pronunciation of important words or phrases. This will include not only individual sounds, but also features like word stress ("toMAto", "cappuCCIno").

Be another set of eyes and ears. You can help the teacher monitor students during activities. Walk around the room and listen, helping students as necessary. You can also maintain discipline, making sure students are on task and behaving well.

Divide and conquer. Once you're comfortable with the students, there may be times in the lesson when you and the teacher can effectively split the class in half, with each of you leading one group of students. This way you can give the students more individual attention. Again, this is particularly useful in large classes.

Challenge stronger students. In every group there may be a few students who have reasonable English skills already. Sometimes during lessons you can take them aside and challenge them by teaching them new words or phrases, or by speaking more complex sentences with them. You might also work with them before or after class, if you have the time.

Encourage weaker students. There will often be a handful of students who struggle to keep up with lessons and start to fall behind. As with stronger students, you may sometimes take them aside to give extra listening/speaking practice. Speak slowly and praise their efforts. This will help them catch up.

Be a language resource. The teacher may check with you on the meaning or pronunciation of a word or phrase, or ask what foreigners would typically say in a situation.

Tips for maximizing your effectiveness in the classroom:

- Always speak slowly and clearly. The majority of students are beginners who have little or no experience using English. Listening is a difficult skill for them, and they will need lots of practice to understand you. But speak naturally, not like a robot!

- Don't insist on perfect pronunciation. Many features of English pronunciation are difficult for Khmer students. Final consonants (rice, noodles), consonant clusters (strawberry), and some sounds ("th" as in this) bother even advanced English speakers. Help students recognize and produce these sounds, but don't expect perfection. It can be de-motivating if volunteers drill the students over and over with a difficult word/sound. Ask yourself "Could I understand this person speaking to me in a restaurant/shop/hotel?"

- The teacher may use a CD or audio lesson on computer. Sometimes volunteers and teachers ignore this option and act out dialogue themselves. This can make it more difficult for students! It's hard to speak slowly and clearly and loudly enough for all students to hear, and watching a volunteer can distract students from the *actual language* they need to focus on. Also, the teacher can play a recording several times, giving students multiple opportunities to understand. After students have listened to an audio presentation and read the script, *then* you can role play with them or the teacher to give extra listening practice.

- Don't overwhelm students with lots of ways to say things. There are many ways to say the same things in English—for example, "May I take your order?" "Are you ready to order?" "Would you like to order?" etc. Typically students only need to know one or two of these phrases. You'll confuse and overwhelm students if you give them too many options. Start with basic phrases and add new ones only as the students are ready for them.

- Think international English**.** There are many differences between Australian, British, American, and other types of English. As native speakers, we are partial to our own way of saying things. Some differences may be important for the students to know ("chips" / "French fries"); some may not. Add varieties slowly—don't try to teach everything at once!

- Learn (and use!) the students' names**.** Knowing students' names will help you get to know them as individuals, and show them that you respect them. Khmer names can be difficult at first. The more you practice saying them, the easier they will become.

- Remember that CLS teachers are permanent employees of CLS. They are familiar with the organisation and the students, and they have overall responsibility for delivering the English curriculum. If you have any issues, please bring these up, but do so respectfully, outside the lesson. Don't undermine the teacher in front of the students.

VOLUNTEER FEEDBACK FORM

We need your ideas to help us improve CLS. Please give us your frank opinion on these questions. You may add your name at the end of the form or remain anonymous. You can complete and hand in a hard copy before you depart, or you can complete an electronic copy and email it to clsvolunteering@gmail.com

How long did you volunteer with CLS?	
Why did you volunteer at CLS? (you can check more than one box)	☐ Heard about CLS from another volunteer ☐ To learn new skills ☐ To use my skills and support CLS projects ☐ To help build capacity ☐ To support a good cause ☐ Other (please specify):
Describe briefly what you did as a volunteer:	
Thinking of your volunteer experience at CLS, rate the following on a scale of 0 to 5, with 0 being "strongly disagree" and 5 being "strongly agree." Circle the appropriate number and add any comments you wish to make.	
0 1 2 3 4 5	I had a good volunteering experience Comments:
0 1 2 3 4 5	Materials and information provided before I came and during my stay met my needs Comments:
0 1 2 3 4 5	Volunteers are adequately oriented and trained for all roles they are asked to perform Comments:
0 1 2 3 4 5	The level of recognition given to volunteers is appropriate. Comments:
0 1 2 3 4 5	Volunteers are trusted to do important things. Comments:
0 1 2 3 4 5	I felt accepted and supported by the staff Comments:
0 1 2 3 4 5	My work contributed to CLS's mission. Comments:
0 1 2 3 4 5	My skills were valued and put to good use by CLS. Comments:
0 1 2 3 4 5	I would recommend volunteering with CLS to my friends/family. Comments:
0 1 2 3 4 5	I am pleased with self-development opportunities made available to me. Comments:

How would you like to continue supporting CLS? *(please tick as appropriate)*	☐ Volunteer again ☐ Make a one-off donation ☐ Make a regular monthly donation ☐ Become a CLS Ambassador (US$50 per year) ☐ Become a CLS Patron (US$1,000 per year for 3 years) ☐ Help with CLS fundraising ☐ Help raise awareness of CLS's work ☐ Nothing at the present thanks ☐ Other (*please tell us what you'd like to do*)
Any other comments or suggestions you'd care to make would be appreciated.	
Name (optional):	Date:

CLS does not have long-term sustainable funding for the operation of its programs. We could not operate without the generosity of donors and fund raisers.

Donations can be made through Rotary Australia at
https://donations.rawcs.com.au/Default.aspx?ProjectID=254&ReturnTo=4

or through Chumkriel Supporters at http://www.chumkrielsupporters.com/donation/ .

For Australians all donations through either of these organisations are tax deductible.



Thank you from CLS staff and students

Mr Thy

TRAVEL ADVICE FOR CAMBODIA AND KAMPOT

Passports & Visas

To enter Cambodia you need a valid passport with at least four (4) months remaining at time of arrival.

For most western countries, visas cannot be secured prior to coming to Cambodia but are secured on arrival at the airport. Here a passport sized photo is required, and a visa will be provided for a one month stay only. This may be a Tourist visa which can be extended once only, for just one month, after entry to the country. Alternatively an Ordinary (E) visa can be requested, and this can be extended with a 3-month or a 6-month business visa after entry to the country. **Those planning to stay longer than 2 months should therefore apply initially for an Ordinary (E) visa, NOT a tourist visa.**

Clothing And Equipment

Check seasonal conditions on the internet before packing for an indication of what to bring, but remember to bring the following:

- Sunscreen, sunglasses and a hat.
- Thongs for casual wear and good walking shoes for trips or trekking.
- Light long sleeved pants and shirts to protect against sun and mosquitoes.
- If working with children in the classroom, conservative clothing as per the *CLS dress code* provided in the *Guidelines for Volunteers*.
- One set of nice clothes for dinners and special outings.
- Swimmers and an extra light towel.
- Power adapter for charging electronic equipment (Asia is two prong).
- A small backpack/daypack can be useful.
- A torch or head lamp is also useful.

Money

Cambodia operates with dual currency: the US dollar and the Cambodian riel. 1 USD = 4000 riel approx. There are several ATM's in Kampot where money can be withdrawn using credit/debit cards and these withdrawals are usually made in US dollars.

There is a safe at Reception of most guesthouses for valuables, and some offer a safe in each guest room.

Communications

Most guesthouses and restaurants have Wifi with reasonable internet connection.

Local SIM cards are far cheaper for making both local and overseas calls than using a SIM from your country of origin with global roaming.

Transport

Tuk tuks are the easiest and most fun mode of transport and can be picked up on the street or arranged through your guesthouse or hotel reception.

Motor bike taxis (motos) are cheaper than tuk tuks, but not as comfortable.

Motor bikes and push bikes can be hired at cheap prices, while it is also pleasant to walk in and around town. Check to ensure your travel insurance covers operating a motor bike, and always wear a helmet.

Health And Hygiene

Well before leaving, ask your doctor what vaccinations are recommended for traveling in Cambodia, and **ensure your tetanus and hepatitis shots are current.**

Malaria is not a major concern in the Kampot area. If concerned, consult your doctor for up to date information regarding malaria medication and possible side effects.

Dengue fever can be a concern in remote villages and in some areas of Phnom Penh. To avoid mosquitoes use repellant, wear long sleeved, light coloured clothing, and sleep under a mosquito net if necessary.

Amoeba/diarrhea and minor stomach upsets can be treated with rest and appropriate medication which is available locally.

Cleanliness is vital to maintain health - wash your hands often, especially before you eat!

Kampot has both a public and a private hospital, the latter with international doctors. It also has many well stocked pharmacies.

Drink bottled or clean boiled **water** only.

Ice is manufactured locally from treated good quality water and is usually safe for consumption.

Personal Safety

Cambodia is generally a safe country for travelers, but it is wise to observe the following:

- Walking or cycling alone late at night is not advisable (though in Kampot dogs are more frightening than strangers!).
- Do not put valuables in the basket of your bike.
- Barangs (foreigners) are seen as wealthy, so it is not advisable to carry valuables or large amounts of money in a handbag or bumbag , although this is more relevant in Phnom Penh and Siem Reap, where tourist are prevalent, than in Kampot. Caution should nonetheless be taken in all markets and other busy places, and on major Cambodian holidays.

AN INTRODUCTION TO KHMER CULTURE & LANGUAGE

The following extracts have been taken with permission from "Responsible Travel Guide, Cambodia" created by Friendship with Cambodia (info@friendshipwithcambodia.org).

CULTURE & CUSTOMS

Cambodian culture is still strongly influenced by the Angkor period. Music and classical royal dance from the ancient empire are still performed. There are remnants of French influence in colonial architecture, parks and food.

Cambodia is one of the poorest countries in the World. It is still recovering from the Khmer Rouge genocide when a quarter of the population (including the most educated people such as doctors and teachers) were killed. There is still a shortage of schools and hospitals, and many families lack access to clean drinking water and toilets.

Understanding local customs will not only enhance your travel experience but will give you the cultural sensitivity to act respectfully. Observing the Cambodians around you will suggest what is culturally acceptable behaviour. Notice when they take off their shoes, how modestly they dress, how they greet each other, how they sit, how they touch each other (or don't), how they serve and eat their food, and the tone of their voice when speaking. They will think highly of you if you follow their example.

LANGUAGE

Cambodians in general are very friendly, gentle and laid-back, and greetings are important. Here are some basics:

Hello (informal)	Sua s'dai
Hello (formal)	Chum reap sua (said with palms pressed together - *sompiah*)
How are you?	Sok sabai
I'm fine	Knhum sok sabai chea tay
Please	Som
Thank you	Ar-koon (thank you very much = ar-koon chran)
Goodbye	Leah hie
Goodbye (formal)	Chum reap le-ar (said with palms pressed together - *sompiah*)
See you tomorrow	Saek chuob knea
Yes	Baat (for man) Cha (for woman)
No	Otay
Sorry	Sohm toh

Do you speak English	Teu nak niyeay phea sar anglei tay
What is your name	Chhmua ei
My name is ...	Knum chhmua
How old are you	niak ar yuh ponn mamn
I'm .. years old	kh'nyohm ar yuh ... chhnamm
I understand	Khnum yol
I don't understand	Khnum ot yol
Where is	Noev ey na
Please take me to...	Sohn york knhum toev...
How much for this	Teu nis thlay pun mann
Expensive	Thlaiy
1	Muoy
2	Pee
3	Bey
4	Buon
5	Pram
6	Pram-muoy
7	Pram-pee
10	Dorp
11	Dorp muoy

DORSU

HAVE YOU VISITED DORSU?



Dorsu began in 2008 as a creative idea for income generation for Chumkriel Language School (CLS). CLS Director Nget Sothy and long-term volunteer Hanna Guy decided to start a social business with the dual purpose of employing community members and contributing financially to the operational expenses of the school. Funds generated would allow the school to continue providing education services to the surrounding community



Over the next four years, Hanna worked with local seamstress, Kunthear Mov, to grow the idea into a functioning business. Together they began developing products, employing and training staff and implementing a business structure, all while hosting volunteers and operating out of three different locations.

At the end of 2010, Kunthear officially took on full management responsibilities of Dorsu store.

For more information check out http://www.dorsu.org/ or contact Mr **Vanna Sann,** Dorsu Store Manager, at vanna@dorsu.org

PLACES OF INTEREST IN AND AROUND KAMPOT

KAMPOT

Kampot town is 150km south of Phnom Penh, set on the Kampong Bay River at the base of the Elephant Mountains and Bokor National Park. The streets feature a mix of Khmer and older French colonial buildings, a beautiful riverfront, a relaxed atmosphere and a wide selection of Khmer and Western restaurants and bars. The Kampot market offers a wide range of fresh produce, Khmer food, sarongs, clothing, jewellery and other local wares.

There are plenty of opportunities to interact with locals, working with teachers, students, community members and interpreters during your time with CLS. Monks also enjoy spending time with volunteers, practicing English and showing them around pagoda grounds. The Chumkriel Commune has a pagoda and market stalls that can be explored.

Volunteers can also visit fishing villages, salt fields and pepper plantations. Time can be spent trekking, swimming, boating around the estuary, paddle boarding, kayaking, visiting waterfalls, caves, Bokor Mountain, and the seaside village of Kep. Some of the travel destinations within 50km of Kampot are described below.

POINTS OF INTERST OUTSIDE KAMPOT

Kep and Rabbit Island

25km from Kampot, Kep is an old seaside town known for excellent seafood. A short boat ride away, Rabbit Island is a peaceful getaway.

Bokor Mountain

Travel up the mountain through Bokor National Park to the old French hill station and the new casino. There is a large resort development in progress. On a clear day the view over dense jungle and sea is magnificent.

Caves/pepper plantation/salt fields

A day trip can be taken to Kampong Trach to explore countryside and caves, pepper plantations and salt fields.

Estuary cruise

An excellent way to spend an afternoon or evening, exploring the river and estuary both upstream and downstream from Kampot. Kayaks can also be hired to explore the river and estuary.

Waterfall trek

Trek through the jungle to one of the magnificent waterfalls in the region, perfect for swimming and a picnic lunch.

Chumkriel and Dtray Koh Pagodas

Visits to these pagodas can be arranged as a tour group, or by personal donation. Monks at each pagoda will happily walk you through the pagoda and surrounding areas giving interesting talks on history, culture and Buddhist customs.

Other support opportunities

There are many projects apart from CLS you can visit and support during your stay in Kampot, such as

- Epic Arts Cafe,
- Dorsu clothing store,
- Lina's Hope school & therapy centre for disabled children,
- Seeing Hands Massage by the Blind,
- Banteay Srey spa and massage (ladies only).
- And more….

There are also a number of local businesses that support local NGO's and communities.



1 Public Hospital
2 Khmer market
3 Stationery shop
4 Pharmacy
5 ATMs
6 Fuel
7 Minor supermarkets
8 Bakery
9 Dorsu
10 Motor bike hire
11 Book store
12 Main restaurant and bar area
13 Post Office
14 Main supermarket