



Good Practise – AEC Helsinki, Finland

Volunteer Peer Tutoring Programme

Volunteer senior students, computer buddies (i.e. peer tutors), help beginners in using computers and training in basic skills. They also recruit inactive learners to computer classes of the Helsinki Adult Education Centre. Seniors who have not earlier taken part in computer courses at adult education centre can get a free course for beginners thanks to the support from The Finnish National Board of Education.

About 20 volunteers are tutoring in six different places around Helsinki usually once a week. Three of these places are located in public libraries, three are in different district centres of our education centre.

Methods used within the program

- Collaboration with libraries. The library staff or staff members of our centre take care of computer newbies and make a reservation for them for tutoring. Then they inform the tutors mainly by e-mail. Usually all tutors have fixed tutoring hours.
- Personal tutoring. Beginners can get personal help and guidance 1.5 -2 hours free of charge. They can also get several tutoring sessions. Some of them bring a laptop of their own with them.
- Encouraging computer newbies. Tutors encourage beginners to take part in computer courses at our centre.

ADVERTISING

We inform about personal tutoring in the printed course catalogue of our education centre. There are also advertisements on a notice board in different places that seniors visit. Volunteers have also attended our Open Doors happenings and activated senior citizens.

FINANCING

Tutoring is free of charge. Tutors can get training and they can attend computer courses of our centre free of charge. The number of courses depends on how many tutoring hours computer buddies have completed.

To keep tutors motivated we have organized various projects for them. The Finnish National Board of Education has given us financial support for a project 'Social media and senior citizens'. We have studied new innovations of information society and we have formed networks with other volunteers in Helsinki and in different parts of Finland. Volunteer computer buddies are also participants in the 'UNIC project'.