

English Chat Leader Application Details

(Fall Semester 2022)

Aoyama Gakuin Chat Room is a place for international exchange. The Chat Room provides Aoyama Gakuin Students from elementary to graduate school with the opportunity to learn the culture and customs of other countries and to introduce their own culture and customs by communicating in foreign languages (English, Korean, Chinese, etc.) with mainly international students enrolled at Aoyama Gakuin University called "Chat Leaders".

Aoyama Gakuin Chat Room (Aoyama Campus) is now recruiting English Chat Leaders as below.

1. Eligibility

- ✓ A full-time Aoyama Gakuin University international exchange student and an international degree-seeking student who belongs to Aoyama Campus and proves competency in communicating in English
 - * There is no need to be a native English speaker, but a certain degree of fluency will be expected.
 - * There is a need to be able to facilitate all session levels (Basic - Advanced).
 - * There is a need to have a valid visa status to work as a part-time worker of Aoyama Gakuin.
- ✓ A student who has an international background and can introduce/explain/talk about the culture and customs of his/her country.
- ✓ A student who will not be on a leave of absence from the university/graduate school during the fall semester of AY 2022
- ✓ A student who will not be staying abroad during the fall semester of AY 2022
- ✓ A student who can attend the Chat Room training workshops
- ✓ A student who can attend a 10-minute online interview held on **September 6th or 7th** if he/she passes the document screening
- ✓ A student who can do both face-to-face and online (zoom) sessions
- ✓ *Sessions will be conducted in person in the fall semester of AY 2022
 - *However, depending on the COVID-19 infection status, the Chat Room may offer chat sessions combining online and face-to-face styles as countermeasures against the coronavirus.
- ✓ A student who has/can open a Japanese bank account
- ✓ A student who can follow the Chat Leader Guideline

2. Number of Openings

20 Chat Leaders

3. Nature of Work

Fulfill the responsibilities of a Chat Leader at the Chat Room (serving as activity leader of each session).

- 1) To Facilitate English chat sessions for the university, graduate, elementary and secondary school students of Aoyama Gakuin.
- 2) To cooperate with the Chat Room for organizing/carrying out its events by serving as an activity leader

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4. Work Period

October 2022 to March 2023 (preliminary)

* Chat sessions will be conducted only during the class periods.

5. Place of Work

The Chat Room (1st floor, Building 3, Aoyama Campus), the elementary, junior high school, and high school of Aoyama Gakuin

6. Period of Employment

October 1, 2022 to March 31, 2023 (renewable when the Chat Room approves)

7. Wages

1,150yen / hour (767yen / 40-minute session)

8. How to apply:

- 1) Download the **[Aoyama]Application Form (for English CL)** from Chat Room HP by accessing the QR code or URL below and filling in the form.

*The form is at "Application Details and Forms" section on the page.

*Type out your application form, do not fill in the form writing by hand.



http://web.iec.aoyama.ac.jp/chat_room/fis

- 2) Submit the application form to agu-chatroom@aoyamagakuin.jp by email.

9. Recruitment Process

✓ Application Period: From **July 25th to August 17th by 3 pm (JST)** (Submit by email)

✓ Document Screening Result Announcement: **August 26th (JST)** (via email)

✓ Online interview: **September 6th or 7th, between 9:30 am to 4:30 pm (JST)**

*10 minutes per applicant

*Interview date and time will be notified via email by August 26th with your document screening result.

✓ Final Result Announcement: **Friday, September 9th** (via email)

10. Chat Leader Workshop (for those who are accepted) * will be conducted in person

1) **Monday, September 26th 10:35 am-10:55 am**

2) **Monday, September 26th 12:35 pm-1:15 pm**

3) **Tuesday, September 27th 12:35 pm-1:15 pm**

*You need to attend all these three workshops. Please contact us if there are any scheduling conflicts.

11. Inquiries

Aoyama Gakuin Chat Room (Building 3, 1st floor, Aoyama Campus)

✉ agu-chatroom@aoyamagakuin.jp ☎ 03-3409-6159

Chat Room introductory YouTube videos:

<https://youtu.be/0YkFBMy26M0>

<https://www.youtube.com/watch?v=hsEb20Ei92Y>

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Guidelines for Chat Leaders AY 2022

1. Purpose

The Chat Room was established to provide every student of Aoyama Gakuin the opportunity to learn about the culture and customs of other countries by communicating in English with international or English-speaking students enrolled at Aoyama Gakuin. At the Chat Room these students (hereafter referred to as “Chat Leaders”) will lead conversations in order to share their own culture and customs with Aoyama Gakuin students so as to encourage discussion.

2. Eligibility

Students attending grades 1-12, university and graduate, office staff and Shibuya residents are eligible to use the Chat Room. Kindergarteners, alumni, and parents of students may use the Chat Room upon special request.

3. Location

The Chat Room is located on the 1st floor of Building 3 on the Aoyama Campus.

4. Open Hours

The Chat Room is open from 9 AM to 5 PM Monday to Friday.

[Chat Session Timetable]

Session 1: 10:40 - 11:20 (40min.)

Session 2: 12:35 - 1:15 (40min.)

Session 3: 1:30 - 2:10 (40min.)

Session 4: 3:00 - 3:40 (40min.)

Session 5: 3:50 - 4:30 (40min.)

5. Capacity

The Chat Room hosts up to 7 groups at a time. The maximum number of students for one group is 6.

6. Chat Leaders

Chat Leaders are selected from applicants among exchange students / international graduate students who prove competency in communicating in English.

7. Staff Members

Staff members are present at the Chat Room and serve various roles. They keep attendance records of users and Chat Leaders as well as register users as they come to the Chat Room, distribute and collect nametags, and other administrative duties. The Chat Room staff will be present to monitor the quality of chat sessions. Chat leaders will be given guidance from the staff whenever appropriate.

8. Nametags

Both Chat Leaders and AGU students are required to wear individual nametags. The nametags for the Chat Leaders indicate their country of origin. *Not necessary for online sessions.

9. Chat Room Activities

Each day, a topic is designated for discussion and Chat Leaders are expected to focus on that topic. However, as in day-to-day conversations, if the topic veers off in another direction, the Chat Leader can follow that path as well.

10. Differences in English Ability

Users of the Chat Room have different levels of English fluency. Sessions are normally divided into three groups (basic, intermediate and advanced) and students select the level of their choice. However, they are not always able to join the group of their choice since space and availability cannot be guaranteed.

11. Role of Chat Leaders

The main role of the Chat Leaders is to share information about their culture and to facilitate the conversation. Chat Leaders should aim to achieve a balance of participation from each student. The chat leader is not a teacher so English correction is not required.

12. Appearance Requirements for Elementary, Junior High, and High School Visits

As the chat group students are minors in schools with established dress code practices, Chat Leaders are required to adhere to the following :

✓ **Please dress conservatively.**

This means avoiding inappropriate clothing when interacting with minors. For example, refrain from wearing revealing clothing such as low-cut tops, low-rise pants or cropped tops. Body piercing (excl. ears), tattoos, etc., should be covered at all times.

✓ **Please dress professionally.**

This means avoiding overly casual attire such as beach wear, e.g. beach shorts or sandals. Ripped jeans and excessive jewelry are also to be avoided. Please remove baseball caps, hats, sunglasses, etc., before chat sessions.

13. Basic Dos and Don'ts

Do ...

- ◆ Be punctual

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- ◆ Listen (it's a big part of the job)
- ◆ Give everyone ample chance to speak
- ◆ Be patient (especially for the basic session)
- ◆ Encourage students to speak and ask questions
- ◆ Encourage students to speak to each other
- ◆ Dress neatly
- ◆ Act and behave professionally
- ◆ Be prepared for the day's topics
- ◆ Keep the Chat Room clean and tidy

Don't ...

- ◆ Be late
- ◆ Help others' homework or answer questionnaires during the session
- ◆ Lecture students
- ◆ Engage in controversial topics
- ◆ Solicit or offer personal information
- ◆ Use inappropriate and/or coarse language
- ◆ Take up all the talking time
- ◆ Be critical of Japan and its ways
- ◆ Use overly big words or colloquial expressions (for lower levels)
- ◆ Engage in behavior that could be seen as harassment (including touching or flirtatious behavior)

14. Shifts

The number of sessions that each Chat Leader is assigned is determined by the Work Availability Forms, which are submitted by Chat Leaders. The Chat Room staff members will do their best in trying to balance the number of chat sessions. Each Chat Leader will receive a work schedule. It is the responsibility of the Chat Leader to keep track of their shifts. The shifts will be updated on Facebook, but if you wish to have them printed out, please talk to a member of staff.

15. Working time management (International Students)

The maximum number of hours an international student with a student visa may work part-time is a total of 28 hours per week when classes are in session. If you work part-time outside of the Chat Room, you must report your weekly working hours to the Chat Room.

16. Absence / Substitute System

➤ Absence:

If you are going to be absent from the session, **you must contact the Chat Room immediately by telephone (03-3409-6159) or by email (agu-chatroom@aoyamagakuin.jp)**. You must have a valid reason. For illness, you may be

required to produce a doctor's certificate.

※ When you know well in advance that you will not be able to come on a certain day, consult a member of staff. The Chat Room staff members will try to adjust your schedule if the work shifts have not yet been made.

➤ **Substitute System:**

A Chat Leader who cannot attend (will be absent from) a session can contact another Chat Leader to act as his or her substitute. **Both the substitute and the original CL must then report this change immediately, by telephone, email, or visiting the Chat Room.** It is the original CL's responsibility to make sure that your substitute contacts the Chat Room of the change. If any problems arise due to miscommunication, the original CL must take full responsibility.

[Note]

- Substitutions may be refused at the discretion of the Chat Room staff, based on session allotment, level requirements, etc.
- **The substitute system is to be used as the last resort and its use should be kept to a minimum.**

The original Chat Leader needs to follow the steps below when using the substitute system.

1. Contact the Chat Room by telephone (03-3409-6159) or email (agu-chatroom@aoyamagakuin.jp), and inform (1) the slot(s), and (2) the reason.
2. Look for a Chat Leader who can cover your shift(s).
*You can post on the Facebook page to find your substitute. However, the Chat Room will not react/comment to the post.
3. Inform the Chat Room of your substitute's name via telephone or email by 9:30 am on the day that you cannot work.
If you could not find a substitute, notify the Chat Room that you did not find one by 9:30 am on the day that you cannot work.

[Note]

If you fail to contact the Chat Room, you will get one strike (refer to No. 17) whether you have found a substitute or not.

*In the case that the Chat Room receives a notice from the original Chat Leader informing that he or she could not find a substitute, the Chat Room staff will cancel the session and notify the cancelation to the students who have signed up for it.

17. Lateness

- If you are going to be late, you must contact the Chat Room immediately by telephone, email, or Facebook messenger
- If you are late due to a train delay, you **need to bring the proof of lateness slip** handed out

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at the train station. (Even then, you still need to contact the Chat Room!)

- If you are even just 1 min late to a session, you will be marked late. If you do not appear 10mins into the session without prior notice, you will be marked as absent. If you are late for the session 2 times, it will be counted as 1 absence. 3 absences may result in a reduction of your working frequency, a termination of your contract, or no contract renewal.

18. Three-Strike System

If you are absent or late for the session without prior notice or a valid reason, you will get a half strike for the lateness and 1 strike for the absence.

3 strikes may result in a reduction of your working frequency, a termination of your contract, or no contract renewal.

19. Drinks and Food

For the coronavirus infection prevention, drinks with a lid will be allowed during chat sessions.

20. Payment

Chat Leaders will be paid in accordance with Aoyama Gakuin regulations. The payday for the following month will be written on the payment slip. Please bear in mind that if any mistakes are made on the time sheet, your payment may be delayed.

21. Bank Account

Each Chat Leader is responsible for opening a bank account with one of the Japanese banks, and notifying the university of their bank account details.

22. Session Process

<Face-to- Face Sessions>

1. Upon arrival (5 minutes before the session's starting time), pick up your timecard, clock in immediately and put your name tag on.
2. Wait in designated chat group.
3. Review the day's topic and questions.
4. Start session at designated time.
5. End session at designated time.
6. Fill in the Sign sheet with a pen.
7. Return the name tag (there is no need to clock out)

<Online (Zoom) Sessions>

*Refer to "Zoom Online Sessions Procedure" for more details.

1. Access the zoom link
2. Set up your device and get ready by 2-3 minutes before the session's starting time
3. Wait in the main room.
4. Review the day's topic and questions.

5. Start session at designated time in a breakout room.
6. End session at designated time and come back to the main room.
7. Give the feedback to the Chat Room staff
8. Fill in the Sign sheet with a pen.

[Notes]

You may not have any students in your group due to a lack of sign-ups. Since the Chat Room accepts sign-ups until the end of each session, while waiting for students to join your group, you will

1) join in another group and facilitate the session with the Chat Leader in the group

or

2) do other work, such as making a question list for the Chat Room's future sessions according to the Chat Room staff member's instructions.

23. Discipline

If the situation arises that a chat leader's behavior is deemed unacceptable, the following system is in place:

A **Verbal and a written warning** from the Chat Room staff member followed by a **final written warning** after which the Chat Leader's contract may be terminated. Notwithstanding the foregoing, the Chat Room reserves the right to terminate the contract with immediate effect if the Chat Leader's behavior is deemed disruptive to the operation of the Chat Room.

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