



LEVEL 3 AWARD IN VOLUNTEER MANAGEMENT

CENTRE GUIDANCE

QCA Qualification number 500/4069/8

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Introduction

The Lantra Awards Level 3 Award in Volunteer Management is a nationally recognised qualification mapped against core elements of the National Occupational Standards 2008. It has been designed for those whose work involves the management, supervision or leadership of volunteers. This may be part of a broader role and may be on a part-time basis; it may be in either a paid or voluntary capacity. Candidates for this qualification come from a wide variety of organisations and the qualification is applicable to any organisation within any sector. This new Qualification has been developed to begin to respond to some of the issues raised in the Review and Redevelopment of the UK National Occupational Standards and N/SVQs for Managing Volunteers (March 2008).

This qualification enables individuals and the organisations within which they work to develop awareness of the way in which they manage volunteers. Completing the Award will facilitate analysis, reflection and improvement in the area of volunteer management which in turn will lead to both ongoing CPD for the individual and improved volunteer retention for the organisation. Furthermore it may enhance progression and career prospects.

The qualification has been designed to be flexible and accessible to the voluntary sector. It comprises of six single credit units mapped against two of the core units required for the proposed N/SVQ Structure for the Level 3 N/SVQ in Managing Volunteers:

- D1 Plan, Organise and monitor volunteering activities
- D2 Lead and Motivate Volunteers

Evidence produced for meeting the requirements for the Award may therefore be used towards the construction of an NVQ portfolio at a later date.

SECTION 1

QUALIFICATION CONTENT

Summary of the Units

The Level 3 Award in Volunteer Management is made up of the following six units:

K/501/7426 Plan Volunteer Work

This unit enables the learner to demonstrate the planning and organisational skills required for Volunteer Work. It covers identification of the outcomes of volunteer work; SMART analysis; and the planning process for managing volunteer work including the relevant organisational and procedural requirements as well as budgetary restrictions.

M/501/7427 Organise Volunteers and Resources

This unit focuses upon the organisational elements involved in managing volunteer activity and resources. It requires the learner to negotiate activities with a range of colleagues and stakeholders before assessing required resources and matching them accordingly. It also requires the learner to demonstrate effective record keeping skills and processes..

T/501/7428 Monitor Volunteer Work

This unit examines the importance of monitoring planned volunteer activity and measuring progress against key objectives. It also requires the learner to demonstrate the skills required in responding appropriately to problems identified. Outcomes also relate to maintaining records of progress and evaluating outcomes accordingly.

A/501/7429 Communicate Effectively to Brief Volunteers

This unit relates to the skills required to lead and motivate volunteers - and in particular to communicate effectively with them. It requires the learner to understand the purpose and value of volunteer work; as well as the skills required in briefing volunteers and identifying their individual responsibilities and work plans.

M/501/7430 Support Volunteers to Solve Problems

This unit is about monitoring volunteer activities and recognising the importance of supporting volunteers effectively so that they are enabled to work in a positive environment. It requires the learner to understand how to communicate appropriately in order to maintain a trusting and confidential approach to volunteer activity.

T/501/7431 Give Feedback to Volunteers

This unit aims to assess the skills used in evaluating volunteer work. It requires the learner to identify a process for evaluating volunteer activities and understand the importance of reflective practice for individual development. It encourages learners to recognise the relationship between reflective practice and progression as a way to develop motivation and CPD.

For a detailed description of each unit, please refer to *Annex 1*.

Achieving the Qualification

Each of the units represents 1 credit. To achieve the full Level 3 Award in Managing Volunteers: learners must achieve all six units (six credits at level 3). Certification can be claimed for each individual unit of assessment. This is particularly important for candidates whose circumstances may mean that they cannot achieve the full qualification.

To achieve the units' candidates must complete a single project which is a portfolio based Workbook that relates specifically to their particular project/organisation. This case study is broken down into a number of smaller achievable tasks designed to evidence the units.

The next section covers the assessment for the qualification in more detail.

SECTION 2

ASSESSMENT FOR THE QUALIFICATION

The Workbook Portfolio

To achieve the Advanced Award in Volunteer Management candidates must complete and submit a single portfolio for assessment. The project is a workbook that relates specifically to the candidate within a particular project/organisation and the way in which they manage and respond to the needs of their volunteers. The evidence should relate to the management of at least one volunteer, though candidates are encouraged to include as many examples of practice from their work as possible.

The evidence gathered is designed to be of direct benefit to the candidate and the organisation within which they work/volunteer. It consists of a number of tasks that candidates must work through that relate to their role in managing volunteers. This process consolidates volunteer management skills and encourages reflection and improvement giving candidates the opportunity to critically evaluate the way in which they and their organisation manage volunteers. The tasks are directly related to the National Occupational Standards and their related N/SVQ units D1 and D2.

Summary of the Workbook

The following provides a brief summary of what's involved in the Workbook. Detailed information is sent to candidates following registration for the qualification.

1. Background information
The first part of your study should provide background information about you, your volunteers and your organisation.
2. Covering the units
The next six sections of your study contain a number of tasks designed to provide evidence for the units.
3. Feedback
The final section of your workbook should include feedback from some volunteers you have managed and from your line manager. Lantra Awards provides template questionnaires for you to use for this purpose.

When candidates register for the qualification they will receive the following:

- details of the tasks the candidate must complete in order to evidence the units
- a workbook that supports them in this process and indicates roughly how much they need to write for each section
- a copy of the mark scheme used by Examiners.
- a list of useful resources
- guidance on submitting the workbook

Time taken to complete

Time taken to complete the assessment portfolio will vary from one candidate to another but as a rough guide candidates should allow around 60 hours for researching and writing it. Candidates are expected to submit within 9 months of the date they were registered for the qualification with Lantra Awards, although extensions may be given.

Cost

For details of all current fees and costs please contact Lesley Colvin at Lantra Awards and request our current fees list. Fees include all costs of external assessment and final certification.

Marking the Workbook

When the workbook is completed it must be submitted to be marked by an Examiner. Lantra Awards issues registered candidates with the units of assessment which shows exactly what evidence the Examiner will be looking for when judging whether the candidate's work has met the required standard.

When submitting work for assessment it is not sufficient to simply provide an account of what was done but to consider the reasons why things were done the way they were and why this is important for the volunteer(s), the candidate or the organisation. All assessed work must include examples of the candidate's work in managing at least one volunteer.

Results

Results are issued within 28 working days of receipt of the workbook. Results for each unit are not graded but are simply pass or fail. Results involve feedback from the Examiner on each unit and in the event that a candidate fails to pass one or more of the units the Examiner will inform the candidate why they failed and what they need to do in order to pass. Candidates can then revise this unit and resubmit it. There is a charge for any resubmission.

If the candidate is successful when the workbook is remarked, he/she will receive a certificate for the full qualification. Candidates who do not complete the whole workbook can submit the evidence for the units that they have completed. This could be done one unit at a time. Candidates can therefore gain recognition for those units that they have completed and receive a certificate for the units achieved. However they will not be awarded the full certificate for the Level 3 Award in Volunteer Management unless all units of the qualification are successfully completed.

SECTION 3

MAKING THE QUALIFICATION AVAILABLE TO INDIVIDUAL CANDIDATES

Training

Training is not a requirement for the qualification; successful completion of the portfolio determines whether a candidate achieves the qualification. If candidates feel that they need training before undertaking the assessment activity there are a number of options available.

On-line training

Training in different aspects of management can be accessed in England, Wales and Northern Ireland on-line via a number of relevant learndirect courses. This on-line training can be done:

- At a distance either at home or at work using computers and the internet
- At a local learndirect centre offering the course (this option is suitable for those who do not have access to a computer at home/work or who require assistance with the technical aspects of working on-line)

There is a charge for this training and fees should be confirmed with the learndirect centre you use. Learners are allocated a personal tutor when they register for the course who offers email support.

Telephone 0800 101 901 or visit website www.learndirect.co.uk to identify learndirect centres.

Learndirect centres who wish to become an approved centre for Level 3 Award in Volunteer Management should complete the Application for Centre Approval Form at *Annex 2*.

Other training options

Other options for those who require training include:

- contacting Lantra Awards who will inform you of the nearest centre offering a course to support the qualification; this may be a local college or training provider or a volunteer bureaux
- contacting the National Centre for Volunteering (www.volunteering.org.uk/training) or Volunteer Development Scotland (www.vds.org.uk) who offer a wide range of training courses which are relevant to volunteer managers.
- Amtraining, an approved consultant for NCV, provides one and two day training courses and can also arrange customised training day(s) for organisations. Amtraining is an approved centre for the qualification that offers some support with completion of the Case Study. For a programme of activities or to find out more: Visit www.amtraining.co.uk Email vm@amtraining.co.uk Telephone 01248 421015

Those listed above are likely to be approved centres with Lantra Awards which means that candidates can also submit their case study through them. The organisation providing the training will inform you of any additional charges for this.

Organisations who would like to become an approved centre for the qualification should complete the Application for Centre Approval Form at *Annex 2*.

Without training

Candidates may be quite happy to work through the tasks and complete the assessment work book without any direct training. They may have received in-house training or attended courses in the past that have contributed towards their understanding of volunteer management. On the other hand they may not have received any training at all but as a practicing volunteer manager feel perfectly capable of working through the tasks and writing up the portfolio. In this instance you can apply for your organisation to be an approved centre.

Centre approval means that staff from your organisation can submit completed evidence directly to Lantra Awards without having to go through another centre. It also keeps the costs down.

Requirements for centre approval are largely administrative and require a centre to support minimum requirements in relation to quality assurance processes. There is a small charge for becoming an approved centre. The organisation will need to identify a co-ordinator who will be the point of contact with Lantra Awards.

To become an approved centre simply complete the Application for Centre Approval Form at *Annex 2* and return it to Lantra Awards. Once you have been granted centre approval you can register candidates for the qualification (Candidate Registration Form is at *Annex 3*). See the flowchart on page 11 which outlines this process.

The 'no training' option is usually chosen by experienced volunteer managers from small voluntary organisations who welcome the opportunity to evidence their skills in this area and achieve a nationally recognised qualification.

SECTION 4

MAKING THE QUALIFICATION AVAILABLE THROUGH ORGANISATIONS

Organisations may want to make the qualification available to volunteer managers within their organisation. Larger training providers such as colleges may want to make the qualification available to volunteer managers within their region.

Lantra Awards therefore encourages the following to apply for centre approval for the qualification:

- small local voluntary organisations
- large national voluntary organisations
- training providers including colleges
- learndirect centres

Centre Approval

In order to make the qualification available your organisation must become an approved centre for the qualification. Requirements for centre approval are largely administrative and there is a small charge. The organisation needs to identify a co-ordinator who will be the point of contact with Lantra Awards. In some organisations the co-ordinator may also be one of the candidates for the qualification.

To become an approved centre please complete the Application for Centre Approval Form in *Annex 2* and return it to Lantra Awards. Once you have been granted centre approval you can register candidates for the qualification (see Candidate Registration Form at *Annex 3*).

Training

Training is not a requirement for the qualification; successful completion of the portfolio determines whether a candidate achieves the qualification. Some centres simply act as the point of submission for completed portfolios and forward these to Lantra Awards for marking. This approach helps those voluntary organisations with a national training strategy to track the number of staff achieving the qualification.

If centres want to offer some form of training to candidates before they undertake the case study there are a number of options available. For example they can:

- run in-house training programmes
- use external training providers to provide training and support
- use the learndirect on-line courses
- approach larger organisations such as colleges to develop and deliver training courses

This list is not exhaustive and centres can devise their own strategies to enable candidates to achieve the qualification.

For example:

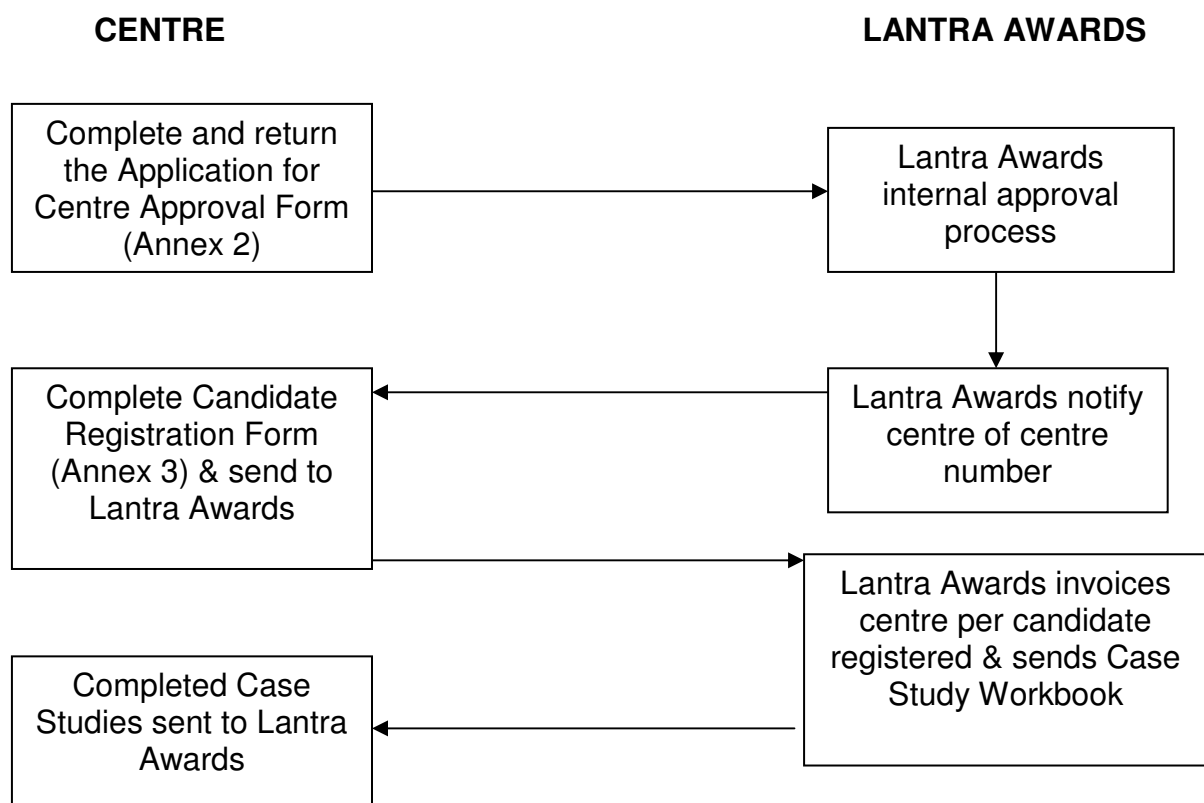
NACRO is an approved centre and all volunteer managers involved with NACRO projects nationally can submit their completed Case Study (which they complete by themselves) through them.

Canterbury Volunteer Centre is an approved centre and volunteer managers within their region can submit their completed Case Study through them. The centre provides short training courses to support the qualification.

Bishop Auckland College is an approved centre which offers the qualification through blended learning comprising some on-line study (which they devised themselves) and some face to face tutorials to support learners with the Case Study.

The learndirect centre Evesham online is an approved centre which offers training for the qualification through an on-line course. Learners can also submit their completed Case Study through this centre.

The following outlines the process for making the qualification available within your organisation.



SECTION 5

FREQUENTLY ASKED QUESTIONS

Who developed the Level 3 Award in Volunteer Management?

This Award evolved from an earlier qualifications; the Advanced Certificate in Volunteer Management. Lantra Awards, a nationally recognised awarding body, led the qualification development work, working alongside organisations such as the National Trust, RSPB, British Trust for Conservation Volunteers (BTCV), the Wildlife Trusts and St Luke's Hospice. A wider steering group, including Guide Dogs for the Blind, the Blue Cross, the Institute of Public Rights of Way Officers, the National Centre for Volunteering, Lantra Sector Skills Council, the Voluntary Sector NTO, the University for Industry, English Nature, Groundworks UK, RSPCA, the Countryside Council for Wales, the Scottish Wildlife Trust and many others also contributed to this work. AM Training developed the assessment materials and the assessment workbook. Their advice and guidance is gratefully acknowledged.

Who is the qualification designed for?

Anyone who manages; supervises or leads volunteers, including people who are volunteers themselves, in any organisation which works with volunteers in any sector. Volunteer management, supervision or leadership must be a significant part of the candidate's work, although this may be part of a broader role and may be on a part-time basis.

What are the benefits from doing the qualification?

Candidates develop skills which will help them to manage volunteers more effectively and to be more confident in doing so. They do this by researching and writing up a portfolio of evidence which relates to their role and their own organisation. The qualification can provide a progression route for volunteers into paid employment or for employees into other management opportunities or further study such as NVQ/SVQs. The Qualification is directly related to core N/SVQ units D1 and D2

Are there any qualifications a candidate must hold before they can start the Advanced Certificate in Volunteer Management?

No. Candidates will need to have reasonable literacy skills so that they can cope with assimilating information and producing the case study.

What level is the qualification?

The qualification is designed to fit into the National Qualifications Framework at Level 3 which is equivalent in level to an A level pass or NVQ level 3. This level is commonly recognised as management/supervisory level.

Is the qualification funded?

All qualifications within the National Qualifications Framework are eligible for funding from local Learning and Skills Councils (LSCs) or equivalent bodies in Wales and Northern Ireland. Funding is available to organisations approved by their local LSC (or equivalent) as providers and subject to LSC audit and inspection by the Adult Learning Inspectorate (ALI) or equivalent.

What are the guided learning hours?

These are set as 60 guided learning hours.

Will the candidate automatically fail if the feedback from volunteers or the line manager is poor?

No. Lantra Awards is looking for evidence that candidates have taken this feedback into account when reviewing their performance and have identified improvements that they could make in their own practice. The development of the assessment portfolio should be a learning process and it is intended to encourage candidates to learn from the experience.

Does it matter how many volunteers the candidate works with?

No, although volunteer management, supervision or leadership must obviously be a significant part of the candidate's work. This may be part of a broader role and may be on a part-time basis. It is recognised that candidates for this qualification will be working in a wide variety of organisations. The qualification is intended to be as accessible for the candidate working part-time with just one volunteer and with very limited resources as it is for the candidate working full-time within a large organisation, managing groups of volunteers on well-resourced projects. Lantra Awards will be evaluating the quality of the candidate's work purely against the marking scheme and will not be making any judgements based on organisational factors which are outside the candidate's control. However, candidates must illustrate the workbook with examples from practice.

Can the case study relate to past experience?

Yes, as long as the experience was within the last two years.

I want to do the qualification but do not want my organisation to become an approved Centre

Contact Lantra Awards who will give you the contact details of another organisation that you may be able to submit your portfolio through.

I'd like to be an examiner for the Level 3 Award in Volunteer Management? What do I have to do?

Contact Lantra Awards for an application form and a job/person description. We are looking for people who have at least three years' experience of managing volunteers and of working in the voluntary sector. It is also helpful if examiners have had previous experience of assessment, but this is not essential as full training will be given. Examiners are not allowed to mark case studies submitted by candidates from their own organisation or by candidates they know.

UNITS OF THE ADVANCED AWARD IN VOLUNTEER MANAGEMENT

VM1:

Unit Title: Plan Volunteer Work
Credit Level: Three
Credit Value: 1

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the outcomes of the volunteer work being undertaken.	1.1. Identify the outcomes of the volunteer work being undertaken and when these outcomes should be met. 1.2. Identify the quality standards that underpin the work being undertaken.
2. Know how to carry out a SMART analysis.	2.1. Undertake a SMART analysis for the objectives of the work being undertaken. 2.2. Establish a time-line for achievement of the objectives.
3. Know how to identify the requirements for effective volunteer work.	3.1. Identify appropriate working methods for the work being undertaken. 3.2. Identify the types and numbers of volunteers required. 3.3. Establish the resources needed to undertake the activity.
4. Know how to plan volunteer work.	4.1. Identify and explain relevant organisational policies, procedures and budget. 4.2. Record plan accurately and appropriately. 4.3. Communicate plan effectively.

Additional information about the unit	
Unit purpose and aim(s)	The aim of the unit to enable learner's to evidence the knowledge and understanding that underpins the effective planning of volunteer work.
Unit expiry date	2010
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Direct relationship with Management of Volunteers National Occupational Standards D1.1 - Plan work to meet requirements.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	All activity and assessment should be undertaken in a realistic work environment except where knowledge based research and theory might be applied.
Support for the unit from a SSC or other appropriate body (if required)	UKWFH
Location of the unit within the subject/sector classification system	Sector 15
Name of the organisation submitting the unit	Lantra Awards
Availability for use	Open
Unit available from	Lantra Awards
Unit guided learning hours	10

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

VM2:

Unit Title: Organise Volunteers and Resources
Credit Level: Three
Credit Value: 1

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to negotiate with a range of colleagues and stakeholders.	1.1 Identify the volunteers and resources required to carry out a specific work plan. 1.2 Negotiate with colleagues and stakeholders to ensure the availability of resources.
2. Understand the importance of matching resources to planned activity.	2.1 Explain how the available volunteers and resources will enable objectives to be achieved. 2.2 Amend work plans if required.
3. Know how to keep effective records.	3.1 Keep accurate records of volunteer activity. 3.2 Keep accurate records of resource allocation.

Additional information about the unit	
Unit purpose and aim(s)	The aim of the unit to enable learner's to evidence the knowledge and understanding that underpins the effective organisation of volunteer work and related resources.
Unit expiry date	2010
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Direct relationship with Management of Volunteers National Occupational Standards D1.2 – Organise volunteers and other resources.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	All activity and assessment should be undertaken in a realistic work environment except where knowledge based research and theory might be applied.
Support for the unit from a SSC or other appropriate body (if required)	UKWFH
Location of the unit within the subject/sector classification system	Sector 15
Name of the organisation submitting the unit	Lantra Awards
Availability for use	Open
Unit available from	Lantra Awards
Unit guided learning hours	10

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

VM 3:

Unit Title: Monitor Volunteer Work
Credit Level: Three
Credit Value: 1

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of monitoring planned work against outcomes.	1.1 Assess volunteer work against key objectives. 1.2 Assess volunteer work against quality standards. 1.3 Assess volunteer work against budget requirements.
2. Know how to respond to problems in meeting objectives.	2.1 Identify the problems that may occur where objectives are not being met. 2.2 Identify effective solutions to potential problems in line with policies and procedures.
3. Know how to maintain records of progress in work plans.	3.1 Record ongoing progress of specified work plans and communicate progress effectively. 3.2 Record any changes in working methods or planned outcomes.
4. Know how to evaluate outcomes.	4.1 Assess final outcomes of the work being undertaken. 4.2 Evaluate the planning, organisational and monitoring process.

Additional information about the unit	
Unit purpose and aim(s)	The aim of the unit to enable learner's to evidence the knowledge and understanding that underpins the monitoring of volunteer work against key objectives.
Unit expiry date	2010
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Direct relationship with Management of Volunteers National Occupational Standards D1.3 – Monitor work and make sure requirements have been met.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	All activity and assessment should be undertaken in a realistic work environment except where knowledge based research and theory might be applied.
Support for the unit from a SSC or other appropriate body (if required)	UKWFH
Location of the unit within the subject/sector classification system	Sector 15
Name of the organisation submitting the unit	Lantra Awards
Availability for use	Open
Unit available from	Lantra Awards
Unit guided learning hours	10

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

VM 4:

Unit Title: Communicate effectively to brief Volunteers
Credit Level: Three
Credit Value: 1

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of choosing the appropriate environment for briefing volunteers.	1.1 Explain why it is important to select an appropriate environment for a volunteer briefing. 1.2 Identify factors that need to be taken into account when briefing volunteers.
2. Understand the purpose and value of volunteer work.	2.1 Explain the purpose and value of the volunteer work being undertaken. 2.2 Explain how to involve volunteers in taking ownership of work being undertaken. 2.3 Identify how to incorporate the diverse needs, abilities and potential of volunteers into the work being undertaken.
3. Know how to agree individual responsibilities with volunteers.	3.1 Agree individual work plans with volunteers. 3.2 Explain and ensure an effective communication strategy with volunteers.

Additional information about the unit	
Unit purpose and aim(s)	The aim of the unit to enable learner's to evidence the knowledge and understanding that underpins effective communication and briefing of volunteers.
Unit expiry date	2010
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Direct relationship with Management of Volunteers National Occupational Standards D2.1 - Brief volunteers on work requirements and responsibilities.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	All activity and assessment should be undertaken in a realistic work environment except where knowledge based research and theory might be applied.
Support for the unit from a SSC or other appropriate body (if required)	UKWFH
Location of the unit within the subject/sector classification system	Sector 15
Name of the organisation submitting the unit	Lantra Awards
Availability for use	Open
Unit available from	Lantra Awards
Unit guided learning hours	10

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

VM 5:

Unit Title: Support Volunteers to Solve Problems
Credit Level: Three
Credit Value: 1

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to monitor volunteer activities.	1.1 Explain how to monitor volunteer activities. 1.2 Identify the types of problems that may occur when monitoring volunteer activity. 1.3 Analyse why certain problems may occur. 1.4 Work with volunteers to identify appropriate solutions to problems.
2. Understand the importance of supporting volunteers.	2.1 Explain why it is important to have an effective support structure in place for volunteers. 2.2 Identify the elements that promote a supportive working environment.
3. Know how to communicate effectively when supporting volunteers.	3.1 Identify and ensure a communication strategy that takes account of the diverse needs of a range of volunteers. 3.2 Explain when open and transparent communication is appropriate. 3.3 Explain when confidential communication is appropriate.

Additional information about the unit	
Unit purpose and aim(s)	The aim of the unit to enable learner's to evidence the knowledge and understanding that underpins effective communication and briefing of volunteers.
Unit expiry date	2010
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Direct relationship with Management of Volunteers National Occupational Standards D2.2 – Help volunteers solve problems during volunteering activities.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	All activity and assessment should be undertaken in a realistic work environment except where knowledge based research and theory might be applied.
Support for the unit from a SSC or other appropriate body (if required)	UKWFH
Location of the unit within the subject/sector classification system	Sector 15
Name of the organisation submitting the unit	Lantra Awards
Availability for use	Open
Unit available from	Lantra Awards
Unit guided learning hours	10

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

VM 6:

Unit Title: Give Feedback to Volunteers
Credit Level: Three
Credit Value: 1

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to evaluate volunteer work.	1.1 Explain how to evaluate volunteer activities against agreed work requirements. 1.2 Identify an optimum time and place for volunteer debriefing. 1.3 Explain the purpose of debriefing and feedback.
2. Know how to encourage reflection and individual development.	2.1 Explain how to encourage others to reflect upon their work activity. 2.2 Explain how to encourage and support volunteers using examples from practice. 2.3 Give examples of constructive feedback. 2.4 Give examples of development opportunities for volunteers. 2.5 Agree future development plans with volunteers.
3. Understand the value of collaborative reflection.	3.1 Identify ways of effectively motivating volunteers. 3.2 Identify when volunteers may need support and how this might be given. 3.3 Explain how to involve volunteers in a reflective and developmental process.

Additional information about the unit	
Unit purpose and aim(s)	The aim of the unit to enable learner's to evidence the knowledge and understanding that underpins effective communication and briefing of volunteers.
Unit expiry date	2010
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Direct relationship with Management of Volunteers National Occupational Standards D2.3 – Debrief and give feedback to volunteers.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	All activity and assessment should be undertaken in a realistic work environment except where knowledge based research and theory might be applied.
Support for the unit from a SSC or other appropriate body (if required)	UKWFH
Location of the unit within the subject/sector classification system	Sector 15
Name of the organisation submitting the unit	Lantra Awards
Availability for use	Open
Unit available from	Lantra Awards
Unit guided learning hours	10

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

<input type="checkbox"/>	(10) Adult Education Centre
<input type="checkbox"/>	(11) University or other HE centre
<input type="checkbox"/>	(12) Private training provider
<input type="checkbox"/>	(13) Local/central government/NHS
<input type="checkbox"/>	(14) Voluntary organisation
<input type="checkbox"/>	(15) Employer
<input type="checkbox"/>	(16) HM prison/youth offenders institution
<input type="checkbox"/>	(17) Armed forces
<input type="checkbox"/>	(18) Overseas centre
<input type="checkbox"/>	(19) Other

4. Details of the person who will be the contact within the centre for the qualification	
Name	
Job Title	
Address and telephone number (if different from above)	
E-mail address	

5. Co-ordinator role	
Please confirm that the centre co-ordinator will take responsibility for (please tick)	
<input type="checkbox"/>	Registering candidates with Lantra Awards
<input type="checkbox"/>	Collecting registration fees from candidates (if appropriate)
<input type="checkbox"/>	Settling the invoice for registration fees
<input type="checkbox"/>	Monitoring candidates' progress
<input type="checkbox"/>	Notifying Lantra Awards of candidates who withdraw from the qualification
<input type="checkbox"/>	Notifying Lantra Awards of requests for extensions
<input type="checkbox"/>	Sending completed case studies to Lantra Awards for marking
<input type="checkbox"/>	Receiving results and certificates from Lantra Awards
<input type="checkbox"/>	Distributing results and certificates to candidates
<input type="checkbox"/>	Making sure that candidates with special needs have the facilities they need to access the qualification
<input type="checkbox"/>	Disseminating information received from Lantra Awards onto candidates
<input type="checkbox"/>	Dealing with administrative queries
<input type="checkbox"/>	Referring more technical or complex issues to Lantra Awards where necessary
<input type="checkbox"/>	Ensuring that candidates collect feedback from volunteers they have managed and from their line manager

Advising candidates of opportunities for training (e.g. in-house programmes, external courses, *learndirect* materials)

In our experience, the more support candidates are given, particularly in monitoring progress, the more likely they are to complete and achieve the qualification.

6. Candidates

Is your organisation intending to offer the qualification to:

Your own employees/volunteers

Candidates from other organisations (if so, which?)

.....
.....

My organisation is willing to take external candidates referred to us by Lantra Awards

Roughly how many candidates do you expect to register within the next 12 months?

.....

7. Awarding body approval

Is your organisation already an approved centre for other qualifications?

NVQ/SVQ

Lantra Awards technical awards (i.e. are you a registered training provider)

Other (if so, which qualifications and awarding body)

.....
.....

Have you ever had awarding body approval withdrawn from your organisation?

No

Yes (if so, please provide a brief account of the circumstances in which this happened)

8. Training

Is your organisation (please tick all that apply):

a *learndirect* centre

planning to use *learndirect* materials

using in-house training courses

using external training courses

other (please give details)

.....

9. Customer Service Statement

Please confirm that you have received the Lantra Awards Customer Service Statement and will comply with the following policies within:

- Equal Opportunities Policy (includes guidance on special arrangements for candidates with particular requirements)
- Appeals Procedure
- Complaints Procedure
- Malpractice Procedure
- Health and Safety Policy

I undertake to administer this qualification in accordance with the guidance given (Advanced Award in Volunteer Management – Information Pack).

Signed Position

Name (please print) Date

Please complete and return to enclosing a cheque for £30 made payable to Lantra Awards.

**Lesley Colvin
Lantra Awards, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG**

For Lantra Awards use:

Approval given

Yes

No

Date:..... Initials:.....

Letter sent to centre

Date:..... Initials:.....

Database record established

Date:..... Initials:.....

Examiner allocated (name)

Date:..... Initials:.....

Centre Approval fee received

Date:..... Initials:.....

.....



CANDIDATE REGISTRATION FORM (VRQ)

Photocopy this form as necessary

Qualification: Level 3 Award in Volunteer Management

Centre Name/Number:

Address:

Surname	First Name	Other Names (initials)	Date of Birth	Gender (M/F)	Ethnic Origin Code (see over)	Special needs (✓/X)	ULN If available

Please invoice my organisation £94 per candidate. Send this completed form to the VRQ Department, Lantra Awards, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG

Name.....Position.....Signature.....Date.....

2001 Census Ethnic Group Classifications

Please use the following code(s) to indicate ethnicity when completing the Candidate Registration Form.

England and Wales		Northern Ireland		Scotland	
	White:				White:
01	British	21	White	41	Scottish
02	Irish	22	Chinese	42	British
03	Any other White background	23	Irish traveller	43	Irish
		24	Indian	44	Any other White background
	Mixed:	25	Pakistani		Mixed:
04	White and Black Caribbean	26	Bangladeshi	45	
05	White and Black African	27	Black Caribbean		Asian, Asian Scottish or Asian British:
06	White and Asian	28	Black African		
07	Any other Mixed background	29	Black other	46	Indian
	Asian or Asian British:	30	Mixed ethnic group	47	Pakistani
08	Indian	31	Any other ethnic group	48	Bangladeshi
09	Pakistani			49	Chinese
10	Bangladeshi			50	Any other Asian background
11	Any other Asian background				Black, Black Scottish or Black British:
	Black or Black British:			51	Caribbean
12	Caribbean			52	African
13	African			53	Any other Black background
14	Any other Black background			54	Other ethnic background
	Chinese or other ethnic Group:				Any other ethnic group
15	Chinese				
16	Any other ethnic group				