

LEVEL 3 AWARD IN VOLUNTEER MANAGEMENT

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.

The fee for the award is £150 + VAT at 15%, a total of £172.5.

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.

Marking the Workbook

When the workbook is completed it must be submitted to AM Training. We will check over your work and only submit it to Lantra if we think it likely to pass, otherwise we shall make suggestions to you as to how you might revise it. Once sent by us to Lantra, your work will 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. Candidates should read the units of assessment carefully to ensure their work meets the assessment criteria.

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.

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.

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.

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	✓