

# Vocationally Related Qualification (VRQ) Level 3 Award in Volunteer Management



## What is the Level 3 Award in Volunteer Management?

This Level 3 Award in Volunteer Management has evolved from the previously accredited Certificate in Volunteer Management. The purpose of the Qualification is to enable individuals and organisations to develop an awareness of the skills needed to manage volunteers and to apply these skills across a wide range of volunteer environments. The Award has been designed so that its content map against core elements of the new level 3 standards in Volunteer Management and it has been supported by the standard setting body for Volunteer Skills – the UK Workforce Hub.

Managing Volunteers is as demanding as any other form of people management and the Qualification will be awarded to those candidates who achieve all the required elements at level 3 which is commonly recognised as management/supervisory level.

The Award has direct links to units D1 and D2 of the Management of Volunteers National Occupational Standards (2008)

## How do I achieve the Award?

Candidates are assessed against six units of assessment as listed overleaf. Volunteer management, supervision and 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.

Using their experience in managing volunteers, candidates produce a written case study. The case study is set in the context of the candidate's own organisation and is illustrated with examples of working with volunteers. Candidates also obtain feedback from the volunteers they have managed and from their own line manager to ensure that the Case Study is authentic and a true reflection of the work being undertaken.



## Structure and content of the Award

The Award is divided into six units which represent a total of 60 hours (6 credits) of learning. It is hoped that learners will bank the evidence collected in order to achieve this Award and use it to evidence future study such as NVQ achievement or for notional career progression and continuing professional development.

### Units:

#### **Plan Volunteer Work:**

This unit requires learners to demonstrate the planning and organisational skills required for volunteer work.

#### **Organise Volunteers and Resources:**

This unit focuses upon the negotiation skills used with colleagues and stakeholders in order to manage volunteer activity resources.

#### **Monitor Volunteer Work:**

This unit examines the importance of monitoring planned volunteer activity and measuring progress against key objectives.

#### **Communicate Effectively to Brief Volunteers:**

This unit relates to the skills needed to lead and motivate volunteers and, in particular, to communicate with them effectively.

#### **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.

#### **Give Feedback to Volunteers:**

This unit aims to assess the skills used in evaluating volunteer work.

Centre contact details

Contact Lantra Awards on **024 7641 9703** for more information.

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