

# training opportunities for volunteer involving organisations

In 2003 The Volunteer Centre embarked on a major exercise to analyse the training needs of the Volunteering Sector across Glasgow. One of the outcomes was the development of our successful, annual schedule of training events.

With this we have developed an accessible, strategic approach to training in managing volunteers which covers recruitment; risk management; induction; training/preparation; and volunteer retention.

Our objective remains the same, to make available consultancy and training to the network of agencies that use, and benefit from, the services of volunteers. Our commitment to providing best value, high quality training for volunteers and volunteer support staff continues. However, for us to sustain this undertaking we have to be sure that we are meeting the current needs of the Sector.

So now we're inviting you to help us to continue fulfilling your training needs. Your answers to a couple of questions will inform our current review of the Sector's needs and enable us to maintain provision of effective, low cost training solutions.

**All you need to do is open the attached document 'Training Review', add your responses to the two questions, then save it and attach it to a return email.**

If you have any questions of your own regarding this exercise please don't hesitate to get in touch.

## **about the schedule**

This year will see the Protecting Vulnerable Groups legislation coming into force and at The Volunteer Centre we are responding with a review of all relevant training provision. We intend to publish a schedule of the new events for August 2010 through to March 2011 but in the interim we are still offering opportunities to attend our successful workshops.

We realise that many people in the sector have a range of responsibilities - recruiting, training, support/supervision and project management, so our aim is to help develop key skills and competencies while maintaining economies with cost and time.

Consequently, **none of the training events will take more than a day out of your busy week, and in keeping with our not for profit ethos, the cost for this training is being kept low at only £40.00 per person, per day.**

Unless otherwise stated, all events take place at a Glasgow city centre venue details of which will be provided with confirmation of booking.



**finding the right balance**

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## recruiting volunteers

**1 day workshop      start 9:30   finish 4:30                      £40.00 per person**

Aimed at personnel (paid or voluntary) who, as part of their role, have responsibility for recruiting, selecting and managing volunteers, it will cover the basics and more.

The workshop will enable delegates to:

- gain greater understanding of the motivations for volunteering.
- develop an awareness of the policies and procedures worth having.
- begin to create some tools for successfully promoting volunteering opportunities.
- review the legislation that might influence decisions in recruitment.

Comments from previous participants:

- “Thoroughly enjoyed the experience and would recommend the course to colleagues.”
- “I learned valuable skills and gained good contacts.”
- “The programme provided a sound base and understanding of volunteer recruitment and retention.”
- “Many points were covered and illustrated by relevant personal experiences and anecdotes - warm, knowledgeable and authoritative.”
- “A very useful and worthwhile course.”
- “Excellent and, at times, quite innovative.”

**Dates: Thursday 6 May 2010; Wednesday 26 May 2010**

**TO BOOK A PLACE ON THIS EVENT SEE PAGE 4**

## assessing risks - in volunteer recruitment and management

**1 day workshop      start 9:30   finish 4:30                      £40.00 per person**

We are offering this workshop specifically for those personnel whose work involves providing services to children, families and vulnerable adults, and who are responsible for the recruitment of volunteers. This will cover as much as is known currently about Protecting Vulnerable Groups legislation.

Building on the **Recruiting Volunteers** workshop, it is grounded in good practical experience and should encourage participants to take a closer look at their recruitment practice with an emphasis on safeguarding the welfare of their service recipients, volunteers and staff. **This training event puts disclosure and relevant legislation into an accessible context - including Protection of Vulnerable Groups (Scotland) Act 2007.**

The workshop will enable delegates to:

- apply a ‘systems’ approach to Risk Management
- gain clarity in Risk Assessment for voluntary activity.

Comment from a previous participants:

- “I am confident that we will be far more secure in future.”
- “This training has made me completely rethink our procedures.”

**Dates: Thursday 13 May 2010; Thursday 3 June 2010**

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## facilitation skills

**1 day workshop      start 9:30   finish 4:30      £40.00 per person**

This workshop takes a facilitator's approach to training and is principally aimed at those who have little or no experience of training, and who may only need to facilitate one particular event (e.g. induction or preparation for volunteers) on a regular basis. It is not intended to turn participants into super trainers, but will provide them with confidence and a good basic toolkit.

The workshop will enable delegates to:

- conduct a basic training needs analysis.
- understand how to define learning outcomes.
- begin to build a basic 'toolkit' of training methods.

Comments from previous participants:

- "Interesting material, really well presented with handouts that I can go back to."
- "I think this course will make a difference."
- "I feel I can approach preparing new volunteers with much more confidence."
- "This training has helped so many things fall into place."

**Dates: Tuesday 4 May 2010; Tuesday 8 June 2010**  
**TO BOOK A PLACE ON THIS EVENT SEE PAGE 4**

## appraisal - the benefits of growing your own system

**Half day seminar/workshop      start 9:30   finish 1:30      £20.00 per person**

At The Volunteer Centre we operate our own appraisal system. Developed, planned, designed and conducted entirely in-house, it has received plaudits from all who have experienced it and has been hailed by ACAS as exemplary. This seminar is a reflection on our experience creating and applying appraisal as a development process; and why we see it as a crucially important tool in our work.

The lessons learned are applicable to all organisations irrespective of size and have already lead to similar initiatives being developed.

Comments from previous participants:

- "This seminar was instrumental in helping us take the first steps towards setting up our own system."

**Dates: Tuesday 11 May 2010; Friday 11 June 2010**  
**TO BOOK A PLACE ON THIS EVENT SEE PAGE 4**

## and just for you . . . .

Alongside the scheduled events, we continue to offer our established **consultation and custom design service** which can provide a specific, tailored response to your training needs. In the last few years, many local and national agencies have taken advantage of this excellent service. For some, it has been simply an opportunity to review an organisation's training needs; for others we have been able to guide major changes in organisational structure.

A meeting to discuss things in more detail would cost nothing. So if you think you need training input but are not sure what, please don't hesitate to contact the Training Officer.

# **training opportunities**

**for volunteer involving organisations**

## **to book a place on any of the training events**

Write or email the following details to...

Jim King, Training Officer, The Volunteer Centre, 84 Miller Street, Glasgow G1 1DT

[jim.king@volunteerglasgow.org](mailto:jim.king@volunteerglasgow.org)

- The event you wish to attend (or send a delegate to) including the date
- Your name and contact details (address, telephone, etc.) including billing address if different
- The name and address of your organisation/agency
- The name of each person attending
- Any special requirements regarding access to venue and/or training materials

Any enquiries regarding the events in this schedule, or other training matters can be directed to...

Jim King at the address above, or by telephone to 0141 226 3431