

VOLUNTEER

NOW

enterprises limited

The Academy

**suites of training
designed to
support and develop
staff and volunteers**

April 2016



The Volunteer Now Enterprises Academy offers exciting and forward thinking suites of training to support and develop both staff and volunteers at all levels of an organisation.

Calendar courses

The majority of courses listed in this brochure will be included in our training calendar during the year with dates, times and venues. These are for staff and volunteers.

How to book a course

Further information on how to book is available through our website. Alternatively contact Volunteer Now Enterprises Ltd.

Subscribe to VTraining

Keep up to date with the training we offer through our bi-monthly email by emailing your details to training@volunteernow.co.uk.

Tailored training

Why not explore the option of us delivering training specifically for your organisation? Contact Volunteer Now Enterprises Ltd for a quote.

Contacts

Volunteer Now Enterprises Ltd



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www.volunteernow.co.uk



Twitter: [@VNEnterprise](https://twitter.com/VNEnterprise)

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button for more
information on
venue, time &
cost**



Volunteer
Management

Best practice in
managing volunteers

P4 - 9

Safeguarding

Keeping children and
adults at risk safe

P10 - 13

Volunteering
Skills

Essential skills for
volunteering

P14 - 16

Safety

Safe working
practices

P17 - 18

VOLUNTEER MANAGEMENT

This suite of training workshops and masterclasses is aimed at those who manage or plan to manage volunteers. Providing relevant information for those at all levels within the organisation. A certificate of attendance is awarded at all courses.

- Strategic & Operational Masterclasses
- Managing Volunteers Workshops

[Click here](#)
for more
information &
bookings

▲ Achieving Quality in Volunteer Management

1/2 day

This masterclass introduces and explores the use of quality standards within the area of volunteer management, including the Investing in Volunteers UK Quality standard for organisations that involve volunteers and the National Occupational Standards for Volunteer Managers and for Governance. It looks at how standards can be used as tools to map against current practice, self assess, and ultimately improve practice.

▲ Developing a Volunteer Programme

1 day

An interactive masterclass that explores the key areas to consider when developing a volunteer programme. It is for both those who want to develop a new volunteer programme/project as well as those who want to reflect upon and review an existing programme. It will give much needed reflective time to plan and consider the strengths, weaknesses, opportunities and threats for your new idea.

▲ Volunteer Policy - The Starting Point!

1/2 day

This masterclass looks at a framework to help guide you in the content and theory of policy development. The Investing in Volunteers UK Quality standard for volunteer involving organisations states that organisations should have a 'written policy on volunteer involvement that sets out the organisation's values for volunteer involvement and highlights the need for procedures for managing volunteers, based on principles of equality and diversity.' Learn how to get buy in from staff and volunteers while covering all the key elements.

▲ Developing a Volunteer Strategy

1 day

What is a volunteer strategy? Why do you need one? How do you develop one and how do you roll it out? This masterclass takes participants through the key questions around developing and rolling out a volunteer strategy and explores how you can make a strategy be a living document that drives volunteering forward within your organisation.

▲ Having Sufficient Income to Sustain Volunteering Activities!

1/2 day

Volunteering needs resourced - it is not free. Does your organisation have the knowledge to apply for grants? Attend this masterclass and gain new skills to support the completion of funding applications and hear about trusts, foundations and other funding bodies that may invest in your volunteering organisation/project.

▲ Service Users and Staff as Volunteers

1/2 day

It's a grey area in volunteer management. When is someone a service user and when are they a volunteer? What happens when service users volunteer? What are the management issues of involving service users and staff as volunteers? This masterclass explores this topic from a strategic and practical perspective. It flags up issues such as insurance, boundaries to the roles and line management.

▲ Integrating Volunteers into the Team

1/2 day

Establishing new volunteer programmes, placing new volunteers or giving volunteers more responsibility should all be positive developments in our organisations. These, however, bring change for the rest of the organisation and the existing staff and volunteer teams. This masterclass looks at strategic issues, barriers, staff/volunteer relations, pit falls of integrating volunteers into the team and offers suggestions for dealing with them.

▲ Risk Management and Your Volunteer Programme

1/2 day

A commitment to effective risk management not only reduces financial liability and reputational harm, it also demonstrates the desire to create a safe environment and protect the wellbeing of volunteers, staff and service recipients. This masterclass provides the opportunity to consider health and safety, financial, emotional and reputational risks and to identify ways to eliminate, reduce harm and minimise the impact.

▲ **Assessing the Impact of Volunteering**

1 day

The Volunteering Impact Assessment Toolkit helps organisations and groups to measure and assess the impacts of volunteering. The Toolkit includes a printed handbook with step by step guidance and access to a range of downloadable tools and resources. The masterclass helps people to use the Toolkit and works through a planning process giving practical experience and examples of how to use surveys and focus groups to gain evidence of the real difference volunteers are making.

▲ **Managing Change in Volunteer Programmes**

1 day

Managing change is now a guaranteed part of any manager's job. Whether you are managing change at a day to day operational level or implementing it at a strategic level - change needs managed. This masterclass looks at the theory of managing change and how to put it into practice in such a way to keep volunteer motivated. Using case studies and own examples, participants will start to plan for managing change in their own organisation.

▲ **Managing Boundaries**

1 day

It is vital that all those involved in your volunteer programme know, understand and follow agreed boundaries for their volunteer role including how they work with service users. This masterclass looks at the benefits of clear boundaries, exploring what boundaries your programme and volunteer roles require, how to communicate them to volunteers, staff and service users and effectively managing them to ensure understanding and compliance.

▲ **Train the Trainers**

3 day

This interactive 3 day masterclass is for people who are/will be responsible for designing and delivering training or presentations but who have little or no experience in doing so. This fun and informative masterclass introduces the good practice in training delivery exploring how trainers can promote the right conditions for effective learning. It looks at exploring training needs; design a training course using a range of training methods; deliver a short training session and design a system of evaluation. OCNNI Level 2 accreditation in Introduction to Training the Trainers of Volunteers is available.

▲ Building Blocks to Success - Volunteer Role Planning

1/2 day

Planning out exactly what you want a volunteer to do is the fundamental building block that informs all other aspects of managing that volunteer. Using a role description planning tool you will identify the key information needed to demystify your roles. Explore how to make role descriptions more volunteer friendly and attractive for inclusion in information packs and web sites.

▲ Marketing Roles: Attracting Motivated and Effective Volunteers

1/2 day

With a well designed volunteer role description in hand (see Building Blocks to Success workshop), this workshop explores how to find, promote and attract the right people for the right role. Exploring marketing principles and techniques, we look at who your target audience is, how to write an effective recruitment message and explore your organisation's image.

▲ Selecting the Perfect Match

1/2 day

This workshop looks at how to create an effective, yet volunteer friendly and welcoming, selection and matching process. The workshop explores how to tailor the selection process to the volunteer role you are recruiting for, how to keep potential volunteers engaged throughout the process and how to best manage and turn down an offer of help.

▲ Interview Techniques - Getting the Best from Volunteers

1/2 day

Exploring volunteers' skills, knowledge, experience, expectations and motivations are vital in effectively selecting volunteers and matching them to the most suitable role. Learn how to create the right environment for a volunteer selection meeting/informal chat, enhance your interview skills by putting interview skills theory into practice and go away with top tips and example selection questions.

▲ OCNNI Level 2 Accreditation

The above courses stand alone and can be booked individually. Attendance at all four* of the above workshops and successful completion of an assessment workbook will gain an OCNNI Level 2 accreditation in **Attracting and Selecting Volunteers**. *Please see our online calendar for OCNNI accredited course dates.

▲ **Effective Volunteers - Settling in the New, Refreshing the Old**

1/2 day

Explore a range of management tools to quickly and effectively settle new volunteers into the organisation. Using example checklists and good practice, identify the benefits of using tools such as induction and settling in periods. This workshop also looks at how to keep longer serving volunteers refreshed, informed of any changes and fully committed to your mission.

▲ **Support and Supervision: Valued, Yet up to Standard**

1/2 day

Volunteers want and need to feel supported and valued during their volunteering. The organisation needs to ensure volunteers are working to the standard required. How do you ensure a balance between the needs of both the volunteer and the organisation? Come away with useful ideas, example support and supervision activities and sample questions for one to one support and supervision meetings with volunteers.

▲ **Panic Free Zone - A Proactive Approach to Dealing with Problems**

1/2 day

The management of any human resource creates conflict and problems. This workshop looks at good practice in managing problems with poor or declining volunteer performance and dealing with complaints. It explores the principles of managing conflict and offers useful top tips. Ensure your organisation has a consistent and volunteer friendly approach to managing problems. Don't panic, ignore or delay – plan and deal for it now!

▲ **Keeping it Legal: Volunteers and the Law**

1/2 day

This workshop gives an overview of the legal obligations an organisation has regarding its volunteers. Discover how to ensure you don't accidentally employ your volunteers, know the relevant legislation around health and safety and Duty of Care, gain a framework for carrying out a risk assessment and explore the truths and myths around volunteering while on benefits.

▲ **OCNNI Level 2 Accreditation**

The above courses stand alone and can be booked individually. Attendance at all four* of the above workshops and successful completion of an assessment workbook will gain an OCNNI Level 2 accreditation in **Managing and Motivating Volunteers**. *Please see our online calendar for OCNNI accredited course dates.

SAFEGUARDING

This suite of training is aimed at staff and volunteers from voluntary, community, private and public sectors. We offer a range of courses in the area of keeping children and adults safe. They are aimed at a range of individuals including those with limited contact, those who work directly with vulnerable groups and those with more responsibility e.g. Designated Officers.

Some of these courses are subsidised through the DHSSPS and HSCB.

A certificate of attendance is awarded at all courses.

[Click here](#)
for more
information &
bookings

▲ Keeping Children Safe: An Introduction

1/2
day

This course covers awareness of safeguarding children, procedures for reporting concerns, code of behaviour for staff/volunteers and is suitable for staff/volunteers who have limited and/or indirect contact with children and young people (e.g. caretaker, cleaner, receptionist).

▲ Keeping Children Safe: Training for Staff and Volunteers

1
day

This course covers awareness of safeguarding children, procedures for reporting concerns, creating a safe child centred environment, codes of behaviour for staff/volunteers and children/young people and is suitable for staff/volunteers who have regular and/or direct contact with children and young people (e.g. supervisor, leader, officer in charge, coach).

▲ Keeping Children Safe: Training for Managers, Supervisors and Management Committee Members

1
day

This course covers awareness of safeguarding children, procedures for reporting concerns, code of behaviour for staff/volunteers, recruitment, selection and management of staff/volunteers, confidentiality issues and breach of code of behaviour and dealing with allegations against staff/volunteers. It is aimed at managers, supervisors and voluntary management committees in organisations that provide activities for children and young people.

▲ Keeping Children Safe: Safeguarding Children and Young People with Disabilities

1
day

This course covers the legal context in safeguarding children with a disability, awareness of safeguarding children, attitudes to disability, procedures for reporting concerns, code of behaviour for staff/volunteers and abuse issues. It is aimed at staff/volunteers working with children and young people with disabilities.

▲ Keeping Children Safe: Policy Development

1/2
day

Based on the DHSSPS recognised Getting It Right standards for good practice in safeguarding children and young people, developed by Volunteer Now, this course, covers the procedures and guidelines relating to safeguarding children and will help organisations to develop and/or review their safeguarding children policy and procedures making sure it meets the minimum standards. While not essential, having prior knowledge of safeguarding children is beneficial.

▲ Keeping Children Safe: Designated Officer

1
day

This course covers knowledge of the legal context of child protection, an understanding of the role and responsibilities of a Designated Officer, knowledge of Health & Social Care Trust structures and processes and exploration of issues and concerns around referrals and sharing information. This course is suitable for Designated and Deputy Designated Child Protection Officers. All participants must have completed training on safeguarding children issues prior to attending.

▲ Keeping Children Safe: Residential and Day Trips

1/2
day

This course will provide participants with an overview of the responsibilities relating to safeguarding children and young people on daytrips and residential. It will examine the procedures that need to be in place (such as programme planning, risk assessment and code of behaviour for children and young people) to ensure the safety, health and well-being of all involved. It is aimed at individuals who have responsibility for planning, organising and/or supervising children and young people in relation to daytrips and/or residential. Participants would have needed to have completed other Keeping Children Safe modules in advance.

▲ Keeping Adults Safe: An Introduction

1/2
day

This course covers awareness of risk of harm in adulthood, legal context of adult safeguarding, awareness of abuse issues, procedures for reporting concerns and code of behaviour for staff/volunteers. This course is suitable for staff/volunteers who have limited and/or indirect contact with adults at risk (e.g. caretaker, receptionist, cleaner) but who need to have an understanding of adult safeguarding issues.

▲ Keeping Adults Safe: Training for Staff and Volunteers

1
day

This course covers awareness of risk of harm in adulthood, legal context of adult safeguarding, awareness of abuse issues, procedures for reporting concerns, procedures for planning activities and assessing and managing risk, confidentiality issues and code of behaviour for staff/volunteers. This course is suitable for staff/volunteers who have regular and/or direct contact with adults at risk (e.g. leader, coach, care worker, support worker).

▲ Keeping Adults Safe: Training for Managers, Supervisors and Management Committee Members

1
day

This course covers awareness of risk of harm in adulthood, awareness of abuse issues, procedures for reporting concerns, code of behaviour for staff/volunteers, legal implications and responsibilities to safeguard adults at risk, procedures for recruitment, selection and management of staff/volunteers and dealing with allegations against staff/volunteers. It is suitable for individuals who manage or supervise staff and volunteers working with adults at risk and those with governance responsibilities.

▲ Keeping Adults Safe: Policy Development

Online

Based on the DHSSPS recognised standards (A Shared Responsibility) for good practice in adult safeguarding, developed by Volunteer Now, this online course covers the policy and legal context of adult safeguarding, how to develop a safeguarding policy and the procedures and guidelines to be considered in adult safeguarding. It is suitable for individuals with responsibilities for developing and/or reviewing their organisation's safeguarding vulnerable adults policy and procedures making sure it meets minimum standards. While not essential, having prior knowledge of adult safeguarding is beneficial.

▲ AccessNI - Made Easy

1/2
day

Do you need to do police record checks for everyone? Do you even need to do them at all? This course looks at the legal definitions of what roles/jobs require an AccessNI check as part of the selection process. It explores the differences between the types of checks; in particular Enhanced or Enhanced with Barred List. It explores legal implications of police record checking and takes you through the process of applying for a check.

Do you work with both children/young people and adults? We can provide training that helps you keep both children/young people and adults safe. Contact the Our Duty To Care Team.

VOLUNTEERING SKILLS

This suite of interactive and informal sessions is designed to meet the needs of volunteers in a range of volunteer roles.

The sessions could make up your whole volunteer training programme or compliment the training you already offer your volunteers.

These interactive sessions are also available on request, tailored to your organisations needs. If you don't have the numbers, why not join up with another organisation?

A certificate of attendance is awarded at all sessions.

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information &
bookings

▲ Creating Effective Communicators

1/2 day

Being an effective communicator is an essential skill for most volunteer roles. This interactive session explores the importance of effective communication, including use of body language and tone of voice in conveying meaning. It looks at the use of question styles, constructive feedback and how to clearly explain tasks.

▲ Group Work and Facilitation Skills

1/2 day

This session is aimed at those volunteers who volunteer (or who would like to volunteer) within a group or group work setting, for example, support groups, group feedback sessions. This session covers basic communication skills, group dynamics and how to manage difficult issues (for example, the person who doesn't engage, takes over the group, is shy or nervous!)

▲ Leadership Skills

1/2 day

What is a leader? What are the key skills to being an effective leader? How important is good leadership in volunteering? This session explores different leadership styles and their impact, example scenarios and top tips in leading a team or group of people. It explores the skills leaders need, especially in dealing with challenges facing volunteer involving organisations.

▲ Dealing with Conflict

1/2 day

Dealing with conflict is an essential skill for a range of volunteer roles from youth club leaders, children's workshop facilitators to charity shop volunteers. This interactive session uses case studies and role plays to explore the basic principles behind conflict management, and provides top tips for dealing with conflict.

▲ Promoting Tolerance, Identity and Diversity

1
day

As part of the Belonging Project*, this workshop encourages the celebration of diversity and the similarities we all share as human beings. A toolkit, that uses different forms of media interactive activities enhanced with photographs from the Belonging Project, is used to foster discussions about diversity and identity in Northern Ireland. Explore how to interact with people from a diverse background in order to achieve an environment with understanding and acceptance in volunteering activities or local communities.

*Migrant Centre NI & photographer Lauren Gibson, supported by Arts Council NI.

World Host - The Suite of World Class Customer Service Training Programmes in Northern Ireland

▶ Principles of Customer Service

1
day

Gain invaluable skills and techniques that form the fundamentals of service professionalism. The training equips staff and volunteers with tools to promote pride in the areas they work and live. Lead by example in your Charity Shops, Visitors Attractions and Social Enterprises. Take away effective skills to welcome customers and visitors, handle customer concerns, discover how first impressions, effective listening and the communication process will help you gain repeat business and support your organisation to leave a positive lasting impression.

▶ Ambassador Workshop

1/2
day

Promote and be confident as staff and volunteer ambassadors, to provide a warm and friendly welcome for everyone who comes into contact with your organisation. Participants who attend this interactive session will be equipped with resources to offer the pride factor in their organisation and give lasting impressions. The ambassador tools will include local and regional resources to support you in your role.

▶ Service Across Cultures

1/2
day

Increase your volunteers and staff awareness of other cultures both externally and internally and give them practical skills and advice to help them communicate effectively with others. The course explores participants own personal cultural backgrounds, how these shape the perception of others and offers understanding and better working relationships within teams.

SAFETY

This suite of safety courses is aimed at both volunteers and staff. They offer a range of topics to ensure those involved in your organisation are working to safe standards.

These training courses are also available on request, tailored to your organisations needs. If you don't have the numbers, why not join up with another organisation?

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▲ Emergency First Aid for Appointed Persons

1
day

This course covers Health & Safety (first aid) regulations, managing an incident and the priorities of first aid. It teaches participants the treatment of an unconscious casualty, resuscitation and dealing with shock, bleeding and common workplace injuries. All participants receive a certificate at the end of the course.

▲ Basic Food Hygiene (Level 2) Training

1
day

Participants will look at a number of key areas of basic food hygiene set in the context of the legal obligations of food handlers including food poisoning, bacteriology, prevention of contamination and temperature control. The course also explores personal hygiene, premises and pest control, cleaning and disinfection. All participants complete a multiple choice exam at the end of the course and on passing receive a certificate from the Awarding Body.

▲ Health & Safety (Level 2) Training

1
day

This course looks at the principles of health and safety and accident prevention, contribution to any health and safety management system and the importance of risk assessment. It explores the main causes of harm to workers (manual handling, hazardous substances, exposure to noise and vibration). All participants complete a multiple choice exam at the end of the course and on passing receive a certificate from the Awarding Body.

▲ Manual Handling of Objects

1/2
day

This course complies with the Manual Handling Operations Regulations. The Regulations will apply to nearly all work activities from offices to care homes and factories. Different risks are associated with different sectors, however, this course offers learning outcomes which are suitable for all. On completion of this course participants receive a certificate valid for 3 Years.

INVESTING IN VOLUNTEERS

Investing in Volunteers (IiV) is the **UK quality standard** for good practice in volunteer management.

If you would like to benchmark the quality of your volunteer management and involvement, prove and improve the effectiveness of your work with volunteers and enhance your organisation's reputation, Investing in Volunteers is the ideal quality standard for you.

By being assessed against the Standard, your organisation can publicly demonstrate its commitment to good practice and receive a National Award for quality in volunteer management.

Volunteer Now is responsible for managing Investing in Volunteers in Northern Ireland and for assessing organisations against the Standard.

To find out more about how Investing in Volunteers could work for your organisation, visit www.investinginvolunteers.org.uk or contact David Fitzsimons on 028 9081 8330 or email david.fitzsimons@volunteernow.co.uk.





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