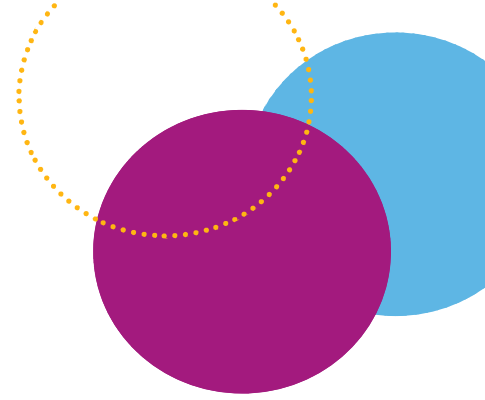


Induction and training



In order to carry out their role effectively, all volunteers will require some level of training. Your local Volunteer Centre or CVS can help you find training on offer locally, and may offer some training free of charge.

You might want to distinguish between the training which is *obligatory* and other learning opportunities which may be *optional*.

Obligatory induction or training will cover the things that volunteers really need to know (for example, the aims and activities of the organisation, what their role involves, the policies and practices they will be expected to abide by).

Optional training should offer the chance for volunteers to learn more or develop their role if they want to, or perhaps gain some accreditation for the work they do.

Induction

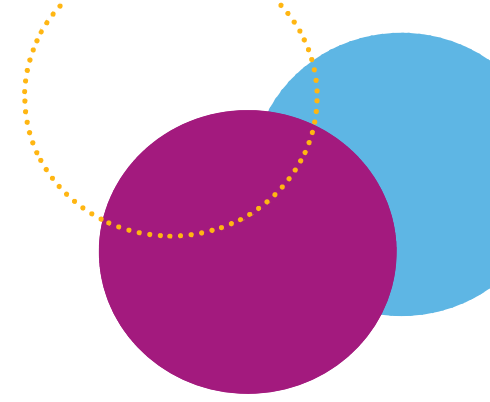
All new volunteers will need an induction or orientation into your organisation - it gives you the ability to explain how, why and where you operate, where they fit in, and what will be expected of them. It could take anything from half an hour to several days depending on the nature of the role and the level of responsibility involved.

Induction is an important part of your welcome for new volunteers and should include elements such as:

- Introducing the aims, activities, ethos and plans of the organisation
- Introducing other team members, clients/service users and managers
- Arrangements for breaks/refreshments
- Introduction to facilities, premises, equipment, communication and other aspects of the working environment
- Emergency procedures and key contacts
- Procedures and policies relevant to the volunteer's role
- What you expect from volunteers (eg appropriate behaviour, boundaries to their role...)
- What volunteers can expect from you (eg support, line management, reimbursement of expenses, further training opportunities...)

Protecting volunteers and users/clients

It is important to have sensible, workable procedures to ensure that your organisation protects its clients. If you are working with people, especially those who might be considered vulnerable, you should have appropriate systems and procedures in place and be able to introduce new volunteers to these systems during induction and initial training.



You may need to include the following:

- Policies and clear guidance on safeguarding the welfare of clients, access to money and property and other matters where abuse, fraud or breach of trust may occur. The work of the organisation should be planned in a way that minimises risks.
- All clients or service users should be clear about how to complain to an independent person if they are unhappy about the actions of a worker or volunteer. If clients are unable to make their own complaints, additional safeguards may be needed to monitor workers and volunteers.
- Agreed procedures for protecting people, property and the reputation of the organisation should be applied to all; and all workers/volunteers should understand what their work involves and the limits of their activities.

Training

To assess what other training volunteers might need requires answers to 4 questions:

- What knowledge, skills and attitudes/approaches does a person need to carry out this role?
- What knowledge, skills and attitudes/approaches does each volunteer already have?
- Are there any gaps or areas for development?
- Will training address these?

Training does not have to be formal or expensive. You can provide the information and training that volunteers need in a variety of ways:

Informal face to face

One to one induction, coaching, supervision or support sessions, team meetings, peer support such as buddying up with an experienced volunteer or staff member or social events.

Written information

Guidelines, information pack, policy documents, volunteer handbook, websites or internal IT networks.

Formal/structured training

Courses, workshops, talks and lectures or distance learning packs.

Bear in mind that some volunteers may have had poor experiences with training and education in the past, whether at school or in the workplace. Sometimes people think of 'training' as something you get told to do if you're bad at your job – and this kind of negative workplace culture can be hard to break. You might need to deal in advance with any fears or preconceptions that volunteers might have about attending training courses or workshops.