



Training Brochure 2019

Volunteer Centre Greenwich

Accredited and Non Accredited Courses, Workshops
& Support Packages



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Welcome to Volunteer Centre Greenwich Training Services

We offer a range of accredited, non accredited and bespoke training solutions.

Our expertise is in delivering a wide range of training for both staff and volunteers.

Our team are Level 3 qualified trainers, NCFE qualified assessors and Internal Quality Verifiers.

Volunteering Academy

The Volunteering Academy is a dedicated new hub for community-based learning for volunteers and volunteering professionals, integrated into the activities of the Volunteer Centre to ensure local people and organisations get access to the full range of information, advice and support they need to achieve their potential.

Local people will benefit from the Academy through having increased access to our quality training programme, enhancing the skills and experience they gain through volunteering, and enabling them to use their experience as a stepping-stone to further training or paid employment.

Local organisations will benefit through an increased flow of trained and qualified volunteers becoming involved in supporting their activities.

For more information about the Volunteering Academy please contact bookings@volunteersgreenwich.co.uk or call Stephanie on 020 8317 3817.

Level 1 Award in Employability Skills

Qualification Aim:

This qualification is designed to introduce learners to the world of work, and to a broad range of essential skills. This includes job search skills, writing of CV's and completing application forms (which are often overlooked in training in employment skills) with the addition of the new mindset unit which help learners understand why certain mindset qualities are attractive to employers.

Qualification Structure:

To be awarded the NCFE Level 1 Award in Employability Skills candidates must successfully complete a pre designed training pack covering relevant units of work, awareness, self- improvement and personal effectiveness of work.

The pre-designed training pack covers all relevant units and criteria for the learners to achieve 15 credits in total.

Delivery:

Delivery of this course is classroom based requiring all candidates to attend 8 classroom based learning sessions. Candidates will work through a handbook with questions and tasks that will take place in the classroom and in homework assignments

Candidates must have an 80% attendance of classroom based sessions.

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 6

Guided Learning Hrs: 36-48

Level 1 Award in Interpersonal Skills

Qualification Aim:

This qualification aims to introduce interpersonal skills for use in work or personal relationships, raise awareness of how interpersonal skills are used and how they can enhance relationships, give an understanding of the ethical use of interpersonal skills, increase self awareness and aid personal development.

Qualification Structure:

To be awarded this qualification learners must complete 2 mandatory units.

Delivery:

Delivery of this course is classroom based requiring all candidates to attend 8 classroom based learning sessions. Candidates will work through a handbook with questions and tasks that will take place in the classroom and in homework assignments

Candidates must have an 80% attendance of classroom based sessions.

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 4

Guided Learning Hrs: 30

Level 1 Award in Customer Service

Qualification Aim:

- Provide learners with the skills and knowledge required to successfully work in customer service.
- Develop learners' skills in communication, resolving queries and meeting customers needs

The objectives of this qualification are to help learners to;

- Develop customer service skills that can be relied upon by employers in a range of industries
- Provide learners with the skills and knowledge needed to communicate effectively with customers and provide effective customer service

Qualification Structure:

To be awarded the NCFE Level 1 Award in Customer Service candidates must successfully complete a pre designed training pack covering relevant units of work.

Delivery:

Delivery of this course is classroom based requiring all candidates to attend 6 classroom based learning sessions. Candidates must have an 80% attendance of classroom based sessions.

This course is suitable for all candidates of all abilities

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 3

Guided Learning Hrs: 36-48

Level 2 Award in Mentoring

Qualification Aim:

This qualification allows learners to gain a deeper understanding of the role and skills required to become an effective mentor. The qualification gives the learner an insight into the role and practice. This includes being clear about the mentor/ mentee relationship, following good practice, developing specific skills and understanding what is required to become a mentor. Learners will also reflect on their own learning and work performance, understand the benefits of mentoring and legal ethical mentoring requirements.

Qualification Structure:

To be awarded the Level 2 Award in Mentoring learners must successfully complete all three mandatory units.

Delivery:

This award is delivered in a classroom setting with activities and training to cover the 3 mandatory units to achieve the award. Training takes place over a six week period; Learners will require an 80% attendance to achieve this award.

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 6

Guided Learning Hrs: 60

Level 2 Award in Advice and Guidance

Qualification Aim:

This qualification aims to provide learners with an understanding of the role of an Information, Advice and Guidance worker and the skills required.

In achieving the qualification, learners will have understood the contexts for the delivery of information, advice or guidance and the importance of effective communication skills as well as the importance of relevant policies and procedures.

Qualification Structure:

The qualification comprises 2 mandatory units and no optional units. In order to gain the Award the learner must achieve 6 credits at Level 2.

Delivery:

This award is delivered in a classroom setting with activities, training and observation through role play and with clients that cover the 2 mandatory units to achieve the award. Training takes place over a four week period, additional hrs are for course work and observations; Learners will require an 80% attendance to achieve this Award.

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 6

Guided Learning Hrs: 48

Level 2 Award In Volunteering

Qualification Aim:

This qualification aims to provide learners with the skills in volunteering that will be useful in any sector. They aim to enable learners to understand volunteering and voluntary organisations, working as a volunteer within an organisation and finding out about becoming a volunteer.

Qualification Structure:

To be awarded this qualification learners must complete 1 mandatory unit and 2 optional units

The objectives of this qualification are to help learners to:

- Understand the role of a volunteer within a voluntary organisation
- Understand the activities of voluntary organisations
- Identify the skills required to be a successful volunteer
- Understand the regulatory frameworks that may apply to being a volunteer

Delivery:

This award is delivered in a classroom setting with activities and training to cover the 3 mandatory units to achieve the award.

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 4

Guided Learning Hrs: 24

Level 2 Certificate in the Principles of Customer Service

Qualification Aim:

Provide learners with the underpinning knowledge that is required by employers to working a range of different environments with in a customer service role.

Qualification Structure:

To be awarded the qualification learners must complete 4 mandatory units and 3 optional units

Qualification objectives The objectives of this qualification are to:

- Understand the importance of delivering excellent customer service
- Understand the needs and expectations of customers
- Understand complaint-handling procedures and how to deal with complaints in a positive manner

Delivery:

This certificate is delivering in a classroom setting with activities that cover the full 7 units that are needed to achieve the award. This is an 8 week course.

Assessment:

Internally assessed and externally moderated portfolio

Guided Learning Hrs: 220

Level 3 Award In Advice and Guidance

Qualification Aim:

The aim of this qualification is to provide learners with an understanding of the role of an Information, Advice and Guidance worker and the skills used in this area.

In achieving the qualifications learners will have understood the contexts for the delivery of information, advice or guidance and the importance of effective communication skills in information, advice or guidance delivery.

In achieving the qualifications learners will also acquire an understanding of advice and guidance in the context of their own organisation as well as the importance of relevant policies to the Information, Advice or Guidance role.

Qualification Structure:

The NOCN Level 3 Award in Information, Advice or Guidance (QCF) comprises of 2 mandatory units. In order to gain the Award the learner must achieve 9 credits.

Delivery:

This award is delivered in a classroom setting with activities and training to cover the 2 mandatory units to achieve the award. Training takes place over a four week period, additional hours are for observations of learner in their role and supporting course work; Learners will require an 80% attendance to achieve this Award.

Assessment:

Internally assessed and externally moderated portfolio

Credit Value: 9

Guided Learning Hrs: 63

Non Accredited Training

Volunteer Centre Greenwich offers a variety of non-accredited training, workshops and support packages at competitive prices.

We specialise in training for volunteers and training for volunteer managers.

Whether you are writing your volunteering strategy, developing your volunteer programme or training your staff in the best practice methods of volunteer involvement, you may find you need a little extra support. Volunteer Centre Greenwich can provide the tailored support you need.

Volunteer Centre Greenwich can supply a variety of bespoke training and consultancy packages for your organisation at whatever stage you are at. As a part of this service, a member of our team will listen to your needs and discuss your options before designing a package that is just right for you.

All our staff are qualified trainers, with experience spanning across public, private and civil society organisations. From local to national programmes, whether it's just a little or if you would like us to deliver a large scale project on your behalf, we are keen to hear from you.

Confidence and Assertion Workshops for Volunteers

Course aims

These workshops are for people who have been out of work and have lost confidence or are looking to make changes in their life. The aim is to build confidence and self – esteem through understanding behaviour and developing skills in communication and managing conflict. There is focus on support needs and where to find the right support.

Workshop Structure

- Types of behaviour
- Understanding types of behaviour
- Dealing with put downs
- Goal setting
- Giving and receiving compliments
- Interview skills
- Communication skills
- Conflict management
- Introduction to volunteering

You can select the workshops that best suit your training needs. A 10% discount applies when you book 8 or more workshops.

Professional Boundaries Training for Volunteers

Professional boundaries define effective and appropriate interaction between professionals and the public they serve. Boundaries exist to protect both the professional and the client

We offer training for volunteers in undertaking and keeping Professional Boundaries:

This workshop includes:

- What is a boundary?
- How do we set boundaries and who with?
- Explore the definitions of confidentiality
- Apply the principles of confidentiality to your volunteering role
- The implications of confidentiality

This workshop is a half day workshop

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Introduction to Administration

This workshop provides the basic administration skills needed to work in an office, or on reception dealing with clients/ services users

This workshop covers:

- Filing
- Booking appointments
- Greeting customers in a warm and friendly manner
- Collating and inputting information
- Answering queries by phone or email
- Liaising with customers, organisations, suppliers and colleagues

This workshop is a half day workshop and only available for group bookings with a maximum of 12 attendees

Dementia Awareness Training

Workshop Aim:

Within a 3 to 6 hour workshop, participants will explore the issues and concepts associated with Dementia; how it is classified and planned for in our Health and Adult Social Care system.

This workshop is aimed at those in the Adult Social Care field and utilises facilitator input, group discussions and experiential learning to build upon life experiences, underpinning each participant's knowledge and insight.

The workshop is for group bookings—maximum of 12 attendees

Understanding Bereavement when working with clients

This workshop is an introduction to understanding bereavement when working with clients. It give you an overview of dealing with some of the issues you may come across in front line engagement with clients.

Workshop content:

- What is bereavement
- Stage of grief
- Cultural differences when dealing with clients in bereavement
- The impact of culture on loss
- Boundaries of your role
- Active listening skills
- How to support your client.

This is a full day workshop

Measuring & Evaluating the Impact of Volunteering

Measuring impact gives you a guide to some of the basics of measuring the outcomes and impacts of volunteering.

This workshop is for experienced Volunteer Managers, whether you are just starting your impact measurement journey or you are already measuring impact. This workshop gives you key confidence to achieve this.

Workshop content:

- Define and understand impact measurement
- Plan for impact assessment
- Understand and identify outcome
- Assess outcomes
- Understand the method and tools of impact measurement
- Identify financial impact measurements
- To be able to develop a framework to plan to measure the impact of volunteering

This is a full day workshop

This workshop adopts the theory of change model, providing the knowledge for articulating, evidencing and measuring outcomes.

Volunteer Management Workshop

Introduction to Recruiting and Managing Volunteers

Why do people volunteer? This basic guide to good practice is designed for staff or volunteers that are new to recruiting and managing volunteers in their organisation or team

Writing and Developing Role Descriptions for Volunteers

What can volunteers do to support your organisation? This workshop will give practical help in developing role descriptions and defining the relationship between an organisation and its volunteers.

Inclusive Volunteering

Challenging the myths and exploring the benefits of involving volunteers with additional needs. This workshop will also look at practical ways a group or organisation can encourage people with additional needs to volunteer.

Supporting and Supervising Volunteers

A more detailed look at induction and how to offer good support and supervision for your volunteers. Also, some good tips on retention and getting the best from your volunteer team.

Screening your Volunteers

How do I know if a volunteer is right for the task? This workshop looks at the best methods to effectively screen and select volunteers without putting them off as well as checks on volunteers required by

Dealing with Difficult Volunteers and Difficult Situations

Even with the best systems and procedures in place some volunteers can seem determined to make life difficult. This workshop will look at possible reasons why and will give strategies for managing these volunteers.

Volunteers and the Law

What are the key legal considerations when involving volunteers? Gain Confidence in the essential knowledge you need to manage volunteers.

Policies, Procedures and Volunteering

What goes into a volunteering policy? This workshop will help decide what new policies you may need and where to include volunteering in your existing policies. What is impact?

In addition to the core programme of workshops, we are able to provide the following additional workshops

A practical approach to including volunteers with additional needs, from planning for potential hazards to exploring how to reduce the barriers to recruitment and retention

Involving volunteers with additional needs—Half Day Workshop

Measuring and Evaluating the Impact of Volunteering—Half Day Workshop (See page 16)

Core Programme Workshop Pricing:
Members £40.00 per person. None
Members £45.00 per person. If all eight
workshops are booked together then a
discounted charge Members £360

Need Something a bit different?

You can attend the twice yearly pre
set workshops or bespoke your
volunteer best practice training that
we can
deliver in-house for you to suit your
volunteer management solution.

Bespoke Support Packages

The Support Packages are designed to assist organisations to develop their volunteering programmes, whether you are thinking of setting up a volunteering programme or you already have volunteers but need to build in structure, policies and procedures. Whatever stage you are at, there is a package that can support you.

We know that developing a volunteering programme and getting it right takes time. We can take the effort and time out of reaching your volunteering programmes full potential

We can support you with developing and writing your policies and procedures from risk assessing and writing your volunteer role descriptions through to inducting your volunteers and training your staff,. In addition we are always at the end of the phone to answer any of those day to day issues or concerns that you may have,

We provide three packages each offering different levels of support; Gold, Silver and Bronze as detailed on Page 17. These tables give you an idea of the type of support that we can provide so if the support packages are not precisely what you are looking for then we can bespoke and tailor them to meet your needs or requirements.

All packages start with an initial needs analysis and a review of what you have in place, so you can be sure that the service you are receiving is focused precisely on what your organisation requires.

**Page 20 shows what's included in the Gold, Silver and Bronze packages. For prices see Fees (p22)*

Review	Gold	Silver	Bronze
Conduct needs analysis	✓	✓	✓
Review of current volunteer programme	✓	✓	✓
Risk assessment of existing volunteer roles	✓	✓	
Induction checklists for all volunteer roles	✓	✓	
Identify and develop new volunteering opportunities	✓		
Establish timeline for each element of support	✓	✓	
Policies & procedures			
Develop new policies to the needs of the organisation	✓		
Review and feedback on existing policies & procedures	✓	✓	
Provision of template policies & procedures		✓	✓
Adapt policies to needs of the organisation	✓		
Develop Volunteer Handbook	✓		
Training & Resources			
Volunteer management best practice resources	✓	✓	✓
Volunteer management workshop attendance x1	✓	✓	
Provision to buy in additional bespoke training packages	✓	✓	✓
External meetings			
Dedicated telephone and email support - up to 4 hours	4hrs	2hrs	2hrs
15 hours of support meetings over a 6 month period	✓		
Volunteer Workshops (x15 volunteers) select below			
Being a volunteer/induction	✓	✓	
Rights and responsibilities	✓	✓	
Diversity/ Equal opportunities	✓	✓	
Assertiveness	✓	✓	
Employability skills	✓	✓	
Confidence building	✓	✓	
Time management skills	✓	✓	

About Our Training fees:

Our accredited training course fees include:

- Registration fees with two national awarding bodies NCFE and NOCN
- Preparation and training delivery
- Course materials
- Provision of air-conditioned, interactive equipped training room
- Assessment and internal quality assurance
- External verification

Need Customised Delivery?

We are specialists in customising our delivery of training to meet the needs of your organisation, staff and volunteers.

Whether its bespoke Volunteer Management Training or setting up a new or enhancing an existing volunteer programme the solution should suit you perfectly.

We have our own fully air condition training room with a 40 person max capacity so we can provide training facilities or deliver training at a venue of your choice.

Whether you are looking for a short training course or a facilitated in-house training day, we can help.

VCG holds the following quality standard awards:

VCQA (Volunteer Centre Quality Accreditation)

Matrix Standard

Mentoring and Befriending Approved Provider Standard



Price guide:

Course Title:	Awarding Body:	Level 1	Level 2	Level 3
Accredited Training Course				
Award in Interpersonal Skill	NCFE	£340		
Award in Employment Skills	NCFE	£340		
Award in Customer Service	NCFE	£340		
Award in Mentoring	NCFE		£390	
Certificate in Volunteering	NCFE		£220	
Certificate in the Principle of Customer Relations	NCFE		£660	
Award in Advice and Guidance	NOCN		£550	£710
Non Accredited Training				
	Cost Per Person			
	Per Workshop		Full Course Cost:	
Confidence and Assertion Workshop	£45.00		x 8 -10% discount	
Professional Boundaries for Volunteers	£40.00		x 8 -10% discount	
Measuring & Evaluating the Impact of Volunteering	£65.00		x 8 -10% discount	
Introduction to Administration	£350			
Understanding bereavement when working with clients	£350			
Dementia Awareness Training	£350			
Volunteer Management				
	Cost Per-Person			
	Per-Workshop		Full Course Cost:	
Workshops				
Members	£40.00		£280.00	
Non Members	£45.00		£360.00	
Bespoke Support Packages		Bronze	Silver	Gold
		£900	£2500	£5000





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