

Silver Award

Understanding Voluntary Organisations



Print name: _____

Date Submitted: _____

The Silver Award applies when you have completed approximately 50 hours of voluntary work through VE @ Keele.

Please complete your workbook and submit to the VE Project leader, attaching any evidence and your hour's log.

Silver Award

Learning Outcome UNIT 2	Assessment Criteria	Evidence submission
1. Adopt a basic professional approach.	1.1 Attend placement punctually and keep appointments. 1.2 Behave responsibly towards clients, those in authority and general colleagues. 1.3 Begin to understand concepts of objectivity and confidentiality	1.1, 1.2 & 1.3 Placement provider's review.
2. Understand the nature of an appropriate relationship between yourself and clients.	2.1 Explain why certain behaviour is inadvisable/ desirable. 2.2 Give an example of an appropriate relation with a client from his/her practice within the organisation.	2.1 & 2.2 Appropriate relationships forms.
3. Develop a working knowledge of the different roles within the organisation and how they relate to your role.	3.1 Draw an organisational chart, highlighting who is responsible for different functions and how they relate to one another. 3.2 Complete the work plan with role descriptions.	3.1 Organisational chart. 3.2 Completed work plan.
4. Develop an understanding of the organisations policy and procedures	4.1 Obtain copies from the placement provider of the policies and procedures relating to Equal Opportunities, Health and Safety, Training and Development and Confidentiality. 4.2 Explain how they have been used in practice during the placement.	4.1 Attached copies of the policies and procedures. 4.2 Policy and Procedure application questionnaire.
5. Review placement from personal development perspective.	5.1 Evaluate placement in the context of your own personal development.	5.1 Completed volunteer review.

Placement Provider Review (1.1)

Please present this to your Placement Supervisor to be completed.
The review can take place after the volunteer has contributed over 25 hours.

Volunteer:	Date:
Volunteer Placement Provider:	
Name of Supervisor:	

Number response scale

1 = very poor 2 = poor 3 = good 4 = very good 5 = excellent

1) Please indicate how the volunteer has adopted a basic professional approach in their volunteer role.					
1	2	3	4	5	
2) Please indicate the volunteer's punctuality.					
1	2	3	4	5	
3) Please comment on the volunteer's attitude towards clients? (If they do not deal with clients please comment on their attitude towards other members of staff or volunteers)					
4) How has the VE volunteer made a positive contribution to your organisation?					
5) Please indicate how the volunteer has adapted to procedures such as confidentiality in the work place.					
1	2	3	4	5	
6) Any other comments please.					
Signature:			Date:		



Appropriate Relationships (2.1)

Understanding appropriate relationships with clients and professionalism is very important particularly when volunteering with both vulnerable and non vulnerable individuals.

Explain why certain behaviour such as passing on personal contact details is inadvisable.

Explain why certain behaviour such as approachability and listening skills are desirable.

Please give an example of an appropriate work relationship from your placement.
(This can be a relationship with a client, staff member or volunteer from your placement)



Organisational Chart (3.1)

Develop a working knowledge of the different roles within the organisation and how they relate to your volunteer role.

Draw an organisational chart highlighting who is responsible for what roles and how they relate to one another. Include managers, committees, support staff and volunteers.

** If preferred attach a copy of the organisational structure from your placement.*



Work Plan (3.2)

State your roles whilst volunteering

State your responsibilities whilst volunteering

Please give 3 examples of role descriptions with fellow work colleagues.
(For example the Manger deals with the overall operation of the organisation which includes finance and staffing).



Policies and Procedures (4.1)

Please obtain and read copies of any policies & procedures relating to your placement provider. By carrying this out you should develop an understanding of the legal requirements of the organisation.

Relevant policies & procedures to obtain should include:

- Equal Opportunities Policy
- Training and Development policy Documents
- Confidentiality Policy & Best Practice
- Any other policies relevant to the organisation



Policies and Procedures Application (4.2)

Understanding how policies and procedures have been used in practice during the volunteer placement will increase knowledge of the legal boundaries the placement providers are working within.

[1] Equal Opportunities

Why does your organisation have an equal opportunities policy in place?

[2] Training and Development

Why are regular training and development opportunities important for volunteers and other staff?

[3] Confidentiality

Why is a policy of strict confidentiality required in your organisation?



Volunteer Review (5.1)

The review will take place once you have been on your placement for approximately twenty five hours. It will help you to reflect on your personal development whilst volunteering.

Name:	Date:			
Placement Provider:				
Hours completed to date:				
Please answer by circling the appropriate number 1 = very poor 2 = poor 3 = good 4 = very good 5 = excellent				
1) How much are you enjoying your volunteer placement?				
1	2	3	4	5
2) Which aspect of volunteering are you finding most enjoyable?				
3) Are there any aspects of volunteering have you found difficult?				
4) Have you been able to overcome any difficulties you have had? If so, how?				



5) Is there anything VE could do or have done to help you overcome these difficulties, if so how?

6) How much do you feel the following people have benefited from your voluntary work?

[a] The people or organisation you are trying to help

1 2 3 4 5

[b] Fellow volunteers/support staff

1 2 3 4 5

[C] Yourself

1 2 3 4 5

7) Do you feel you are being given adequate recognition for the contribution you are making?

1 2 3 4 5

8) Do you feel adequately supported by the VE Project? Yes No

9) Could VE have done any more in helping you to set up your volunteering placement?

10) How do you feel about the level of responsibility you are given when volunteering? Would you be happier with more or less?



11) Do you feel that you have developed any of the following skills since you began volunteering? *Please tick all that apply and give an example where possible.*

Teamwork
Example:

Listening skills
Example:

Communication
Example:

Leadership
Example:

Problem-solving
Example:

Initiative
Example:

Time-management
Example:

Responsibility
Example:

Reliability
Example:

Confidence
Example:

12) What would you like to achieve as you continue volunteering?

13) Any other comments about your experiences please.





NAME OF VOLUNTEER:

DATE:

AWARD DOCUMENTATION FULLY COMPLETED: Y N

SATISFACTORY: Y N

If Not satisfactory/fully completed state reasons below:

VE @ Keele Project Leader

Print Name: _____

Sign: _____



VE Silver Award – 50 hours

