TRAINING CURRICULUM

Training curriculum for training for volunteer guides of social institutions

1. Name of training: training for volunteer guides of social institutions

2. The aim of the training:

Understanding the structure of a volunteer programme and the role of volunteer guides in the volunteer program in social institutions,

Developing awareness of the benefits of a volunteer program in the social institution

Developing the capacity of the social institution to provide volunteer guiding for volunteers involved in volunteer programs

3. Target group of the training:

The training is designed for a wide range of professionals or non-professionals working in the social sector who intend to work with those volunteers who are directly working with beneficiaries. Participants to the training can be either employees of the social institution or experienced volunteers, who have been working at the institution for a while, are familiar with the tasks, rules, roles and regulations. The participants should be committed to perform and communicating tasks in the field of volunteering. Having own experiences as a volunteer is an advantage, but not a must.

Depending on the legal framework of a specific country related to volunteering and the specific rules and regulations of the given social institution, some people would not be able to attend (people who have a criminal record, or are not capable to work with specific sensitive target groups).

4. Defining the competences that can be acquired during training:

By completing the training, participants will be able to

- describe the main features of volunteering
- explain the importance of volunteering for the community, the social institution and volunteers
- identify volunteer tasks or positions within the work area of the social institution
- explain the general elements of volunteer management (VM)
- list key volunteer's rights and obligations within the social institution
- describe main actors and their roles in the volunteer programme

- identify tasks and responsibilities related to various roles within the volunteer programme
- explain the tasks of the volunteer guide and the process of guiding volunteers
- recognize key characteristics relevant for the process of guiding volunteers
- choose an effective approach to resolve different problematic situations with volunteers
- identify different motivators for volunteers
- plan an effective and quality process of guiding volunteers

5. Criteria for joining the training:

- The requirements of the given social institution should be integrated.
- Educational attainment: participants should have the following competences:
  - o organizational skills
  - o communication skills
  - o confident behaviour
  - o willingness to organise people
  - o motivation and commitment to work with volunteers
- age: from the age 18
- Previous professional experience: not needed, advantage is previous work and/or volunteering in social institution
- Prior knowledge requirements: self-experience as a volunteer (min. 6 months)

6. Duration of the training:

(1 training hour =45 minutes), minimum hours 9
- The proportion of 30% theory / 70% practice:
- Theoretical Hours: 2,7 hours
- Practical Lessons: 6,3 hours
- Total number of hours: 9 hours

7. The curriculum units:

	Unit name	Duration (min)	Aims of the unit	Learning outcomes (After completing this unit, the participants should be able to….)	Topics	Methods, number and name of the applicable exercises
1	**Starting of the training**	35			**Start**	
			Present the training and its structure *Present the trainer/s and participants of the training* *Explore participants' expectations and fears* *Present the training objectives and training plan of the 1st day* *Set up the working rules of the training*	*N/A*	*Introduction to the training, trainer/s and participants* *Participants' expectations and fears* *Rules of the training*	*1/1 Oral presentation - Introduction / Starting of the training 10'* *1/2 Sociometry - Introduce yourself –Timeline 10'* *1/3 Group work - Expectations and fears 10'* *1/4 Group work – Creating training rules 5'*

2	Introduction to volunteering	155			Volunteering	
			Present definition and trends of volunteering Present special features of social institutions	describe the main features of volunteering explain the importance of volunteering for the community, the social institution and volunteers identify volunteer tasks or positions within the work area of the social institution	Concept of volunteering specific features of volunteer programmes in social institutions	2/1 Brainstorming - Common definition for volunteering 15' 2/2 The Pros And Cons Of Volunteering 25' 2/3 Oral presentation – House of the organisation – roles and responsibilities within the volunteer programme 15' 2/3/b Optional exercise: Brainstorming - volunteer positions 40'
			define actors and their tasks in the volunteer programme of the social institution Introduce participants to the legislation in the field of volunteering Present the rights and obligations of parties involved in a volunteer programme define main steps of volunteer management	explain the general elements of volunteer management (VM) list key volunteer's rights and obligations within the social institution describe main actors and their roles in the volunteer programme identify tasks and responsibilities related to various roles within the volunteer programme	Main steps of volunteer management Legal perspective of volunteering Rights and obligations of volunteers and volunteer involving institutions Roles and tasks of the main	2/4 Group work - Volunteer management cycle 20' 2/5 Oral presentation - Legal issues related to volunteering (presentation) 30' 2/6 Group work – Task division within the volunteer programme 70'

				explain the tasks of the volunteer guide and the process of guiding volunteers		
3	**Guiding volunteers in practice**	**175**				
			Identify guiding skills, handling of possible problems related to the volunteer programme Practice various situations occurring in the guiding process	*explain the tasks of the volunteer guide and the process of guiding volunteers recognize key characteristics relevant for the process of guiding volunteers* *choose an effective approach to resolve different problematic situations with volunteers identify different motivators for volunteers plan an effective and quality process of guiding volunteers*	*Features of the process of guiding volunteers.* *Simulation of the volunteers' guiding process*	*1 Role play - Volunteer guidance in practice 30'* *2 Group work - Characteristics and skills of a volunteer guide and of a volunteer 30'* *3 Group work – Induction procedure for volunteers 30'* *4 Pair work - Giving feedback 20-60'* *5 Role play - Simulation of an arising problem with the volunteer 50'* *6 Brainstorming - What motivates volunteers? 30'* *7 Individual work - Planning your guiding process 35'* *8 Group work - Collecting and solving crisis situations 50'* *9 Group work - The dangers, dilemmas and questions of the volunteer guide role 40'* *10 Group work – The benefits of volunteer guide role 25' Alternative exercise*
4	**Closing**	**40**				

Note: the top of the table continues from previous page with "actors of the volunteer programme" in the second-from-right column.

				Evaluation of the different aspects of the training	
		N/A	N/A	*training*	*4/1 Group discussion - Closing the training 30'* *4/2 Individual work - Designed questionnaire for the formal evaluation of the training 10'*

8. Methods, tools used in the training:
Group work, small groups, work in pairs, individual tasks, situation games

9. The minimum and maximum group size:
Min. 8 – to 12 participants (with 1 trainer
Up to 12 – max. 22 participants you will need 2 trainers

10. Performance evaluation system of the training:
Participants need to fill in the feedback sheet.
Training evaluation: Each participant will have a chance to evaluate the training and its components through a questionnaire, which will include open and closed questions. One part of the questionnaire will be dedicated to the participant self-evaluation of acquired knowledge and skills after the training on acquired knowledge and skills.

11. Personnel requirements: • Theory teachers' qualifications • Practical training requirements:
Trainers should have training experiences or have skills for working with groups and facilitating the learning process. They should also have knowledge and own experiences in the field of volunteer management as a volunteer or a volunteer manager.