



Volunteer Management

Information for Centres

Version 3

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Registered Office: Lantra, Lantra House, Stoneleigh Park, Nr Coventry, Warwickshire CV8 2LG

Registered no: 2823181 • Charity no: 1022991 • Scottish charity no: SC039039

Web: www.lantra.co.uk

Tel: +44 (0)2476 696996

E-mail: sales@lantra.co.uk

Write: Lantra, Lantra House, Stoneleigh Park, Nr Coventry, Warwickshire CV8 2LG

Level 3 Award in Volunteer Management (QCF)

Information for Centres

Qualification Number: 500/8187/1

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1. About Lantra Awards

Lantra Awards is a nationally recognised awarding organisation approved to develop and accredit qualifications such as NVQ/SVQs, VQs and Qualifications and Credit Framework (QCF) provision. We offer national qualifications in a range of subject areas, as well as technical awards and customised provision to accredit in-house training. Our portfolio of credit-based qualifications is constantly developing and this Level 3 Award in Volunteer Management is designed to add value to our existing provision, as well as enable progression routes for a range of learners and support continuing professional development (CPD).

2. Qualifications and Credit Framework

Since 2006 the regulatory authorities have been testing the QCF, a new qualifications structure built from credit-based units. Units are selected and combined into qualifications in order to enable a more flexible learner centred approach, depending on the agreed rules of combination for each qualification.

It is anticipated that as the QCF develops it will enable more freedom, choice and flexibility for learners, enabling them to undertake smaller bite-sized learning opportunities that can build up achievements over time. Learners can therefore work at their own pace and in their own learning context.

This Qualification is designed to fit into the ethos of the QCF and has been designed to enable flexibility and encourage positive outcomes for all learners.

3. What are the aims of this Qualification?

This Qualification has evolved from the previously accredited Certificate in Volunteer Management. The purpose of the Qualification is to enable individuals and organisations to develop awareness of the skills needed to manage volunteers and to apply these skills across a wide range of volunteer environments.

The aim is for this Award to enable learners to develop evidence that can be carried forward to further study and, if wished, count towards work-related, competency based qualifications.

4. Who is the Qualification designed for?

The Level 3 Award in Volunteer Management is primarily designed for those whose work involves the management, supervision or leadership of volunteers. This may be part of a broader role and may be on a part-time basis; it may be in either a paid or voluntary capacity. Learners may come from a wide variety of organisations and the Qualification is designed to be applicable, flexible and accessible to any organisation within any sector.

5. What are the benefits of undertaking this Qualification?

This Qualification enables individuals and the organisations within which they work to develop awareness of the way in which they manage volunteers. Learners will develop skills which will help them to manage volunteers more effectively and to be more confident in doing so.

Learners will achieve this through researching and completing a workbook which relates to their role and their own organisation. Completing the Award will facilitate analysis, reflection and improvement in the area of volunteer management. This will lead to both ongoing CPD for the individual and improved volunteer retention for the organisation.

The Qualification may provide a progression route for volunteers into paid employment, other management opportunities or further study such as work-related, competency based qualifications.

6. What is in the Level 3 Award in Volunteer Management?

The Qualification comprises of six Mandatory units that have been identified as suitable and relevant to the range of skills required for learners within a voluntary environment. The units available can be used to create individual learning programmes tailored to the learners' needs whilst enabling those learners to achieve or work towards achieving a national qualification and improve their opportunities.

For a full list of units please see Annex A.

7. Are there any entry requirements for the Qualification?

No.

Learners will need to have reasonable literacy skills so that they can cope with assimilating information and producing the workbook.

8. How long would it take for a learner to complete the Qualification?

The recommended notional learning time for the achievement of a single credit is 10 hours.

The Level 3 Award is awarded upon the achievement of six credits (42 Guided Learning Hours). All six credits must come from the Mandatory units.

Learners may take slightly less or slightly more time to achieve the number of credits required; the size of the Qualification is based upon notional learning time and represents an average rather than a defined number of learning hours. It is important that centres approved to deliver the Qualification give the appropriate time and support to enable learners to achieve. Learners may claim certification for any credit/units they achieve irrespective of whether they have completed the full Qualification.

9. My organisation is interested in offering this Qualification. What do I have to do now?

Your organisation must apply to Lantra Awards to become an approved centre for this Qualification. If you meet the criteria set in the Application Form for Centre Approval, Lantra Awards will approve your organisation as an 'assessment centre' which means that you can offer the Qualification.

Learners cannot be assessed for any part of the Qualification unless they have been registered with Lantra Awards by an approved centre. Only approved centres can register learners.

The Application Form for Centre Approval is provided in Annex C.

It is the responsibility of the approved centre to ensure that all tutors/instructors are competent to deliver and assess the units they are teaching. Lantra Awards recommends that all instructors are approved by Lantra Awards or by an equivalent internal system of quality assurance.

10. My organisation is already an approved Lantra Awards training provider. Do I still need to apply for centre approval?

Regulations require awarding organisations to approve each centre for specific qualifications, regardless of any other activities that organisation may undertake.

11. Quality assurance – how is the Qualification assessed?

In order to achieve the Qualification learners need to demonstrate that they have met the evidence requirements of the assessment criteria for each of the individual units. Learners must complete and submit a project for assessment. The project is a workbook that relates specifically to the learner within a particular project/organisation and the way in which they manage and respond to the needs of their volunteers.

The evidence gathered is designed to be of direct benefit to the learners and the organisation within which they work/volunteer. It consists of a number of tasks that learners must work through that relate to their role in managing volunteers. This process consolidates volunteer management skills and encourages reflection and improvement, giving learners the opportunity to critically evaluate the way in which they and their organisation manage volunteers. The tasks are directly related to the Management of Volunteers National Occupational Standards D1 and D2, and may count towards work-related, competency based qualification evidence.

How do centres enter learners for the Qualification?

Centres must complete a QCF Learner Registration Form.

Learners must be registered, ahead of starting the workbook, with Lantra Awards and centres should complete the QCF Learner Registration Form. Learners who have not been registered will not be certificated.

Summary of the workbook

The following provides a brief summary of what is involved in the workbook.

- Background information – the first part of a learner’s study should provide background information about the learner, their volunteers and their organisation.
- Covering the units – the next six sections of a learner’s study contain a number of tasks designed to provide evidence for the units.
- Feedback – the final section of a learner’s study should include feedback from some volunteers they have managed and from their line manager; Lantra Awards provides template questionnaires for the learner to use.

All approved assessment centres have access to a Qualification CD. The workbook is contained on the CD.

Time taken to complete

The time taken to complete the workbook will vary from one learner to another; as a rough guide, learners should allow around 42 hours for researching and writing their workbook. Learners are expected to submit within nine months of the date they were registered for the Qualification with Lantra Awards.

Marking the workbook

When the workbook is completed it must be submitted to be marked by an Examiner.

When submitting work for assessment, it is not sufficient to simply provide an account of what was done but to consider the reasons why things were done the way they were and why this is important for the volunteer(s), the learner or the organisation. All assessed work must include examples of the learner’s work in managing at least one volunteer.

There is an expectation that learners will follow the workbook and continuously refer to the unit learning outcomes and assessment criteria to ensure they provide suitable evidence to meet the required criteria.

What feedback will be given?

Results for each unit are not graded but are indicated as the criteria being met or not yet met. Results involve feedback from the Examiner on each unit; in the event that a learner fails to achieve one or more of the units the Examiner will inform the learner why they did not meet the criteria and what they need to do in order to pass. Learners can revise units for resubmission; there is a charge for any resubmission.

If the learner is successful when the workbook is remarked they will receive relevant certification for their registration. Learners who do not complete the workbook in full can submit the evidence for the units that they have completed; this could be done one unit at a time. Learners can therefore gain recognition for those units that they have completed and receive a certificate for the units achieved. The full Qualification will not be awarded unless all units for the Level 3 Award in Volunteer Management have been successfully completed.

How do centres claim learner certification?

The centre will send the completed workbook and the Learner Achievement Record (LAR) to Lantra Awards for them to process the paperwork. The LAR is available on the Qualifications CD if additional copies are required.

Centres should take responsibility for the suitability and completeness of the workbook being submitted to Lantra Awards.

See Annex B for the Qualification administration process.

12. What is the cost of the Qualification?

QCF qualification fees are based upon a combined full qualification fee or individual unit fees, depending upon the requirements of the learner. For a current list of all centre approval, learner registration charges and quality assurance costs please access the published fees list.

Where required, external moderator visits and distance monitoring will be charged to the centre at current rates. For a list of current rates please access the published fees list.

13. What do I do if a learner wishes to enquire about or appeal against their assessment decisions?

Lantra Awards has an enquiries policy and an appeals procedure that can be used in these circumstances. There are fees for enquiries and appeals, which will be refunded in full if the appeal is upheld or if a learner's results are changed as a result of an enquiry. See Lantra Awards Policy Document for details.

14. What if a learner loses their certificate?

Lantra Awards will issue a replacement certificate if a learner loses the original, provided that the learner can provide proof of identity (for example, birth certificate, wedding certificate, driving licence) and can give details of the centre they were registered with. Lantra Awards will check all claims for replacement certificates against the original certificate claim form. The centre may be contacted for authentication. The certificate will be clearly marked as a replacement. There is a fee for all replacement certificates; contact Lantra Awards for the current fee.

15. Is the Level 3 Award in Volunteer Management nationally recognised?

The Qualification has been designed as a QCF qualification which fits into the QCF at Level 3. All qualifications within the QCF are regulated in England, Wales and Northern Ireland by the Office of the Qualifications and Examinations Regulator (Ofqual). This Qualification has been approved by Ofqual and will be listed on the Learning Aims Database. The Qualification may be offered in Scotland, but is not regulated by the Scottish Qualifications Authority.

16. Is there funding for the Qualification?

Approved qualifications are eligible for funding from either the Young People's Learning Agency or the Skills Funding Agency (or equivalent bodies in Wales and Northern Ireland). The Qualification is listed upon the National Database of Approved Qualifications and upon the Learning Aims Database. Funding may be available to organisations which meet the requirements of the relevant agency.

17. Is the Qualification available throughout the UK, including Scotland?

Yes. Although QCF qualifications are not regulated in Scotland, the Qualification is available to anyone who wishes to use it. Lantra Awards makes no distinction between centres and learners in Scotland and those elsewhere.

18. Some of my learners have additional needs. What arrangements can be made to support them?

Lantra Awards publishes its Equal Opportunities Policy in the Policies Document sent to all centres on approval.

Centres are expected to make appropriate arrangements, including reasonable adjustments; these are detailed in the Policy to ensure that learners with additional needs can access assessments wherever possible. The Equal Opportunities Policy covers alternative assessment arrangements which can be made for learners with visual and/or auditory impairment, permanent or temporary physical impairment, specific learning difficulties or dyslexia and learners for whom English is a second language.

19. How do I make a complaint or an appeal?

The Lantra Awards Complaints and Appeals Procedures are published in the Lantra Awards Policies Document issued to all approved centres.

20. What do I do if I suspect any form of malpractice in connection with this Qualification?

Contact Lantra Awards with as much information as you can provide about the suspected malpractice and the circumstances surrounding the matter. You should also refer to the malpractice procedure in the Lantra Awards Policies Document for information about how Lantra Awards investigates such cases.

Annex A – Unit List

Unit Code	Unit Title	Credit Value
T/600/8657	Plan Volunteer Work	1
M/600/8656	Organise Volunteers and Resources	1
D/600/8653	Communicate Effectively to Brief Volunteers	1
K/600/8655	Monitor Volunteer Work	1
H/600/8654	Give Feedback to Volunteers	1
A/600/8658	Support Volunteers to Solve Problems	1

Annex B – Administration Process

Learners registered against Qualification and selected units of Qualification



Confirmation of registration received from Lantra Awards



Centre issues learner with workbook



Learner returns completed workbook to centre



Learner completes Learner Achievement Record



Centre sends completed workbook to Lantra Awards with completed Learner Achievement Record



Lantra Awards sends completed workbook to Examiner with completed Learner Achievement Record



Examiner returns marked workbook, Learner Achievement Record and Learner Achievement Results Sheet to Lantra Awards



Lantra Awards produces certification as relevant



Lantra Awards sends certification and workbook to centre

Annex C – 2011 Census Ethnic Group Classifications

Please use the following code(s) to indicate ethnicity when completing the Learner Registration Form.

England and Wales		Northern Ireland		Scotland	
#01	White: English/Welsh/Scottish/ Northern Irish/British	19	White	30	White: Scottish
02	Irish	20	Chinese	31	British
03	Gypsy or Irish Traveller	21	Irish traveller	32	Irish
04	Any other White background	22	Indian	33	Any other White background
	Mixed/multiple ethnic groups	23	Pakistani		Mixed:
05	White and Black Caribbean	24	Bangladeshi	34	
06	White and Black African	25	Black Caribbean		Asian, Asian Scottish or Asian British:
07	White and Asian	26	Black African		Indian
08	Any other Mixed/multiple ethnic background	27	Black other	35	Pakistani
	Asian/Asian British:	28	Mixed ethnic group	36	Bangladeshi
09	Indian	29	Any other ethnic group	37	Chinese
10	Pakistani			38	Any other Asian background
11	Bangladeshi			39	Black, Black Scottish or Black British:
12	Chinese				Caribbean
13	Any other Asian background			40	African
	Black/African/Caribbean/Black British:			41	
14	African			42	Any other Black background
15	Caribbean				Other ethnic background
16	Any other Black/African/Caribbean background			43	Any other ethnic group
	Other ethnic Group:				
17	Arab				
18	Any other ethnic group				



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