



**WAKE-UP CALL:
VOLUNTEER MANAGER ROLE!**



The project "Wake-Up call: Volunteer Manager Role!" is implemented by Pro Vobis National Resource Center Romania (www.provobis.ro) in partnership with Association for Civil Society Development SMART Croatia (www.smart.hr), Brivpratigais.LV (www.brivpratigais.lv), National Volunteer Centre Hungary (www.oka.hu, www.onkentes.hu) and Platform of Volunteer Centers and Organizations Slovakia (www.dobrovolnickecentra.sk) from November 1st 2014 until April 30th 2016, and funded by the European Union under the Erasmus+ Program, contract number 2014-1-RO01-KA205-002734.

Wake-Up Call: Volunteer Manager Role

Validation of Skills for Volunteer Managers

WORKSHOP

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Validation of non-formal and informal learning

Validation (recognition of prior learning) is a procedure in which

- knowledge
 - skills and
 - competencies (ordinary expression of knowledge)
- obtained in a wide variety of learning environments are compared with

- previously defined references (i.e., with requirements of a particular qualification or training program) and
- recognize it in case of compliance ,

which will allow to acquire the particular qualification, or the previously acquired (brought) skills are counted into the requirements of fulfilment of a training program.

Why?

- Validation arrangements can be of **benefit** to all citizens and help combat unemployment by **improving skills matching and social cohesion**.
- Validation can offer crucial **support** to the unemployed or those at risk of losing their jobs by enabling citizens **communicate the value of their skills and experiences** either to potential employers or when returning to formal education to earn a new qualification.
- Validation can also form part of the response to the current refugee crisis through identification, documentation, assessment and certification of **migrants' previous experiences**, to support quicker and smoother integration into host countries.
- For individuals that need to redirect their **careers**, validation can open a door to new occupations.
- It can also play a major role in combating youth unemployment by **making skills acquired through voluntary work**, or during leisure, **visible** to employers.



In the framework of the project "Wake-Up Call: Volunteer Manager Role", funded by the European Union 5 organisations experienced in volunteering aim to clarify the role of a volunteer manager.

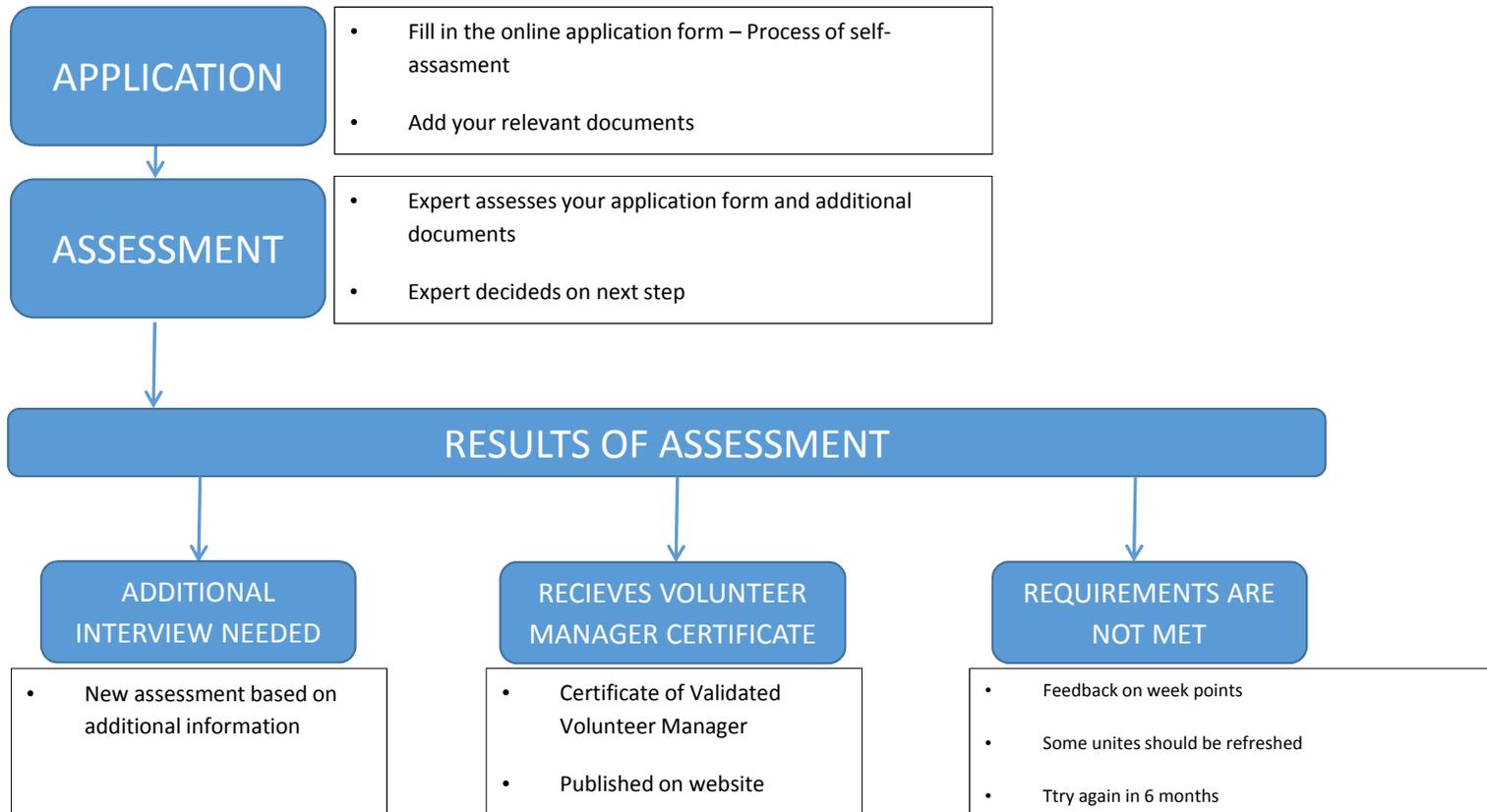
To support this process the partner organisations work out the following products:

- occupational profile for the volunteer manager,
- set of quality standards in volunteer management,
- curriculum for training volunteer managers and
- **procedure for validating competencies and experiences of volunteer managers.**

GOALS

- As there are plenty of people wanting to learn volunteer management we provide training for them. **However there are also a great number of professionals who have been managing volunteers with or without prior education in this specific area for a number of years.**
- **We would like to offer them the possibility to gain „*Volunteer Manager*” certificate by validating their prior experiences thus earning the same title as those participating on volunteer management training.**

VALIDATION PROCESS OF VOLUNTEER MANAGER



Nr.	ACTIVITY	WHO DOES IT	HOW, METHOD	CONTENT
0	ONLINE PRE CLASSIFICATION	WEB BASED self-assessment	answer to questions on eligibility	basically yes/no questions
1.	APPLICATION	Applicant	using an online application form - self assessment The tool is based upon the learning outcomes of the training curriculum	1. Personal data 2. What's your Aim with the validation: do you need a „Volunteer Manager” certificate or obtain a release from training module 3. Questionnaire about the prior learning 4. Exercises helping to reveal gained competences 5. Evidence (documents, certifications, etc.) proving prior competencies contacts of a referee who could be contacted by the assessor (e.g. manager of the institution, colleague, volunteer).
2.	Assessment of prior experiences	Expert of the Validation Body that issues the certification (assessor)	assessment of direct knowledge by the following methods: test, practical exam, interview, competence portfolio, observation, simulation, professional interview, hearing, meeting	Not documented and not proved competencies should be tested. This is part of the online form to be filled either together with the expert or the assessor alone.
3.	EVALUATION	Expert of the Validation Body that issues the certification (assessor)	Evaluation of the form: the results of the form should be matched with the learning outputs, or/and with the Volunteer Manager Profile	1. Checking the self-assessed questionnaire 2. Evaluation of the proofs 3. Evaluation of the results of the Prior Experiences' Assessment 4. Decision of the assessor: written report comprised of the decision of the assessor with the results of the assessment and suggestions for further improvement if and where needed.
4.	NOTIFICATION ABOUT THE RESULT	The Validation Body that issues the certification	Handing over the filled in „Volunteer Manager” certification or issuing a document to obtain a release from certain training module.	1. Data of Volunteer Manager 2. Data of Validation Body 3. Basis of validation 4. Date of validation Online list of validated Volunteer Managers (special offers to the members: Special trainings, workshops, conferences exchange of knowledge for the certified persons.)

The four phases of validation (EU)

- 'Identification of an individual's learning outcomes acquired through non-formal and informal learning;
- Documentation of an individual's learning outcomes acquired through non-formal and informal learning;
- Assessment of an individual's learning outcomes acquired through non-formal and informal learning;
- Certification of the results of the assessment of an individual's learning outcomes acquired through non-formal and informal learning in the form of a qualification, or credits leading to a qualification, or in another form, as appropriate.' (Council of the EU, 2012, p. 3, points 2a to 2d).

APPLICATION FORM

- Applicant information
 - Personal information
 - Relevant working positions/jobs
 - Relevant trainings

UNIT: DEFINITIONS, PRINCIPLES AND CHALLENGES OF VOLUNTEERING

UNIT: RULES AND REGULATIONS FOR VOLUNTEERING

UNIT: VOLUNTEER MANAGER

UNIT: Management of the working relationships involving volunteers

UNIT: Strategy and planning of volunteer programs

Name of project	Aim of project	Lengths of project (days)	Target group of the project	Number of volunteers	Activities of volunteers	Your responsibilities
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APPLICATION FORM

- **UNIT: Volunteer recruitment**
- **UNIT: Volunteer Orientation and Training**
- **UNIT: Volunteers' motivation, retention and recognition**
- **UNIT: Supervision and support for volunteers and volunteer managers**
- **UNIT: Recognition of competences gained in volunteering**
- **UNIT: Volunteers termination**
- **UNIT: Evaluation and monitoring of volunteers and volunteer programs**
- **UNIT: Employee volunteering**
- **UNIT: Youth volunteering**
- **UNIT: Quality Standards**
- **DECLARATION**

1. A, Your personal experience of recognition/assessment of skills (validation) in any area of your life.

1. B, Choose a story to present to the workshop members!

Validation pros and contras

- Why/ in which situation is it useful to validate experienced volunteer managers?
- What problems can be mentioned concerning the validation of volunteer managers?
- Advantages/disadvantages
- Please write your outcomes on a flipchart and present it!

What would be the main characteristics of the ideal validation process of volunteer managers?

- Please write your outcomes on a flipchart and present it!

Use the crayons to draw your impression of/
what you take with you from the workshop!

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Thank you for your cooperation!