

## **H5TM 04 (SFTM VD1) — Plan, Organise and Monitor Volunteering Activities**

### **Overview**

This Unit is about planning, organising and monitoring volunteering activities. It involves planning activities in line with your organisation's strategic goals, policies and procedures; organising volunteers and other resources; and monitoring activities to ensure requirements have been met.

# **Additional Information**

## **Behaviours**

### **1 Adaptability and innovation**

- 1.1 Juggle multiple demands without losing focus or energy.
- 1.2 Seize the opportunities presented by diversity.
- 1.3 Respond quickly to crises and problems with a proposed course of action.
- 1.4 Recognise changes in circumstances promptly and adjust plans and activities accordingly.
- 1.5 Generate and recognise imaginative and innovative solutions.
- 1.6 Try out new ways of working.

### **2 Communication**

- 2.1 Present information clearly, concisely, accurately and in ways that promote understanding.
- 2.2 Keep people informed of plans and developments.

### **3 Desire to learn**

- 3.1 Reflect regularly on own and others' experiences, and use these to inform future actions.

### **4 Entrepreneurship**

- 4.1 Do things without being asked or forced to by events.
- 4.2 Seek out and act on new opportunities.
- 4.3 Balance risks against the benefits that may arise from taking risks.
- 4.4 Identify and seize unusual opportunities to obtain resources.
- 4.5 Take repeated or different actions to overcome obstacles and respond positively and creatively to set-backs.

### **5 Ethical stance**

- 5.1 Comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes.
- 5.2 Act within the limits of your authority.

## **6 Focus on results**

- 6.1 Set demanding but achievable objectives for self and others.
- 6.2 Prioritise objectives and schedule work to make the best use of time and resources.
- 6.3 Accurately calculate risks, and make provision so that unexpected events do not impede the achievement of objectives.
- 6.4 Take personal responsibility for making things happen.
- 6.5 Protect own and others' work against negative impacts.
- 6.6 Monitor quality of work and progress against plans.
- 6.7 focus personal attention on specific details that are critical to achieving successful results.
- 6.8 take pride in delivering high quality, accurate work.

## **7 Information and knowledge management**

- 7.1 Use cost-effective and time-effective means to gather, store and retrieve information.
- 7.2 Make best use of existing sources of information.
- 7.3 Check the validity and reliability of information.
- 7.4 Push for concrete information in an ambiguous situation.

## **8 Persuasiveness**

- 8.1 Seek to understand people's needs and motivations.
- 8.2 Present self positively to others.
- 8.3 State own opinions, views and requirements clearly.
- 8.4 Identify clearly the value and benefits to people of a proposed course of action.
- 8.5 Present information and arguments convincingly and in ways which strike a chord with people.
- 8.6 Use factual evidence to support arguments.

## **9 Thinking and decision-making**

- 9.1 Identify the range of elements in a situation and how they relate to each other.
- 9.2 Identify the implications or consequences of a situation.
- 9.3 Use own and others' experience to understand a situation.
- 9.4 Articulate the assumptions made, and risks involved, in understanding a situation.
- 9.5 Produce and test a variety of solutions before taking a decision.
- 9.6 Take timely decisions that are realistic for the situation.

## Performance Criteria — What you do in your job

You must provide evidence to meet all the 16 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

### Plan volunteering activities

	<b>Performance Criteria</b>	<b>Evidence Number where this criteria has been met</b>
1	Collect sufficient information about the activities that need to be done in order to understand:  1.1 the outcomes you must achieve.  1.2 the order in which activities need to happen to achieve the outcomes.  1.3 when the outcomes are required.  1.4 the quality standards outcomes must meet.  1.5 the resources available.	
2	Identify appropriate ways of working, taking into account the diverse abilities, styles and motivations of volunteers.	
3	Identify the types and numbers of volunteers required and the resources they will need to support their activities.	
4	Identify any risks or potential difficulties and take appropriate action to minimise their likelihood/impact and make plans to deal with them, should they arise.	
5	Make sure your plans are in line with your organisation's policies, procedures and budget.	

### Plan volunteering activities (cont)

	<b>Performance Criteria</b>	<b>Evidence Number where this criteria has been met</b>
6	Record your plans in ways that will help you to put them into practice and communicate them to others.	
7	Discuss your plans with colleagues and decision-makers and gain their approval, where required.	

### Organise volunteers and other resources

8	Identify the specific volunteers and other resources you need for each aspect of your plan.	
9	Negotiate with volunteers, colleagues, suppliers and decision-makers to make sure volunteers and other resources are available as planned.	
10	Review your plans, if the necessary volunteers and resources are not available.	
11	Gain any approval required for the planned activities to begin.	

### Monitor activities and make sure requirements have been met

12	Check progress to make sure activities are on time and within budget and that the outcomes meet quality standards.	
13	Closely monitor risks and any aspects of the activities which are likely to give rise to difficulties.	
14	Promptly identify any difficulties and work with your volunteers, colleagues, suppliers and decision-makers to deal with these effectively.	
15	Keep volunteers, colleagues and decision-makers informed of progress and any changes to your plans.	
16	Evaluate activities and note the lessons for future work.	

## Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 43 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

### Activity and project management

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number</b> <b>where this knowledge point has been met</b>
1	Co-ordination principles, methods, tools and techniques.	
2	Corrective or remedial action to take in case of contingencies or non-compliance.	
3	Legal and organisational requirements for health and safety.	
4	Monitoring principles, methods, tools and techniques.	
5	Objective setting principles, methods, tools and techniques.	
6	Quality assurance and continuous improvement principles, methods, tools and techniques.	
7	Time management principles, methods, tools and techniques.	
8	Work methods, tools and techniques.	

## Analysis, accounting and decision-making

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number</b> <b>where this knowledge</b> <b>point has been met</b>
9	Analytical principles, methods, tools and techniques.	
10	Budgeting principles, methods, tools and techniques.	
11	Creative-thinking principles, methods, tools and techniques.	
12	Decision-making principles, methods, tools and techniques.	
13	Estimating principles, methods, tools and techniques.	
14	Evaluation principles, methods, tools and techniques.	
15	Legal and organisational requirements relevant to risk management.	
16	Planning principles, methods, tools and techniques.	
17	Problem-solving principles, methods, tools and techniques.	
18	Resource management principles, methods, tools and techniques.	
19	Risk management principles, methods, tools and techniques.	

## Information and communication

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
20	Communication principles, methods, tools and techniques.	
21	Information gathering principles, methods, tools and techniques.	
22	Information sharing principles, methods, tools and techniques.	
23	Record-keeping principles, methods, tools and techniques.	
24	Reporting principles, methods, tools and techniques.	

## People management

25	Consultation principles, methods, tools and techniques.	
26	Diversity principles, methods, tools and techniques.	
27	Equality principles, methods, tools and techniques.	
28	Human resource management principles, methods, tools and techniques.	
29	Leadership principles, methods, styles and techniques.	
30	Motivation principles, methods, tools and techniques	
31	Negotiation principles, methods, tools and techniques	
32	Principles, methods, tools and techniques for assessing people's performance.	
33	Volunteer management principles, methods, tools and techniques.	



## Work context

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
34	Codes of practice and standards of performance expected of volunteers.	
35	Current and future roles and responsibilities in your organisation.	
36	Relevant organisational policies and procedures.	
37	Your organisation's beneficiaries and their diverse interests, needs, abilities and preferences.	
38	Your organisation's resources.	
39	Your organisation's culture, values and ethos.	
40	Your organisation's vision, mission and strategic objectives.	
41	Your organisation's volunteers and their diverse interests, needs, abilities and preferences.	
42	Your own knowledge, skills and competence and the limits of these.	
43	Your role and responsibilities.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

### Unit assessed as being complete

<b>Candidate's name</b>	
<b>Candidate's signature</b>	
<b>Date submitted to Assessor as complete</b>	

<b>Assessor's name</b>	
<b>Assessor's signature</b>	
<b>Date assessed complete</b>	

### Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

<b>Evidence for this Unit was sampled on the following date/s</b>	<b>Internal verifier's signature</b>	<b>Internal verifier's name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>Internal verifier's signature</b>	<b>Internal verifier's name</b>

### Unit completion confirmed

<b>Internal verifier's name</b>	
<b>Internal verifier's signature</b>	
<b>Date completed</b>	