

# SFTMVD1 SQA Unit Code H8YN 04

## Plan, organise and monitor volunteering activities



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### 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.

### Performance criteria

#### Plan volunteering activities

*You must be able to:*

- P1 collect sufficient information about the activities that need to be done in order to understand
  - P1.1 the outcomes you must achieve
  - P1.2 the order in which activities need to happen to achieve the outcomes
  - P1.3 when the outcomes are required
  - P1.4 the quality standards outcomes must meet
  - P1.5 the resources available
- P2 identify appropriate ways of working, taking into account the diverse abilities, styles and motivations of volunteers
- P3 identify the types and numbers of volunteers required and the resources they will need to support their activities
- P4 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
- P5 make sure your plans are in line with your organisation's policies, procedures and budget
- P6 record your plans in ways that will help you to put them into practice and communicate them to others
- P7 discuss your plans with colleagues and decision-makers and gain their approval, where required

#### Organise volunteers and other resources

*You must be able to:*

- P8 identify the specific volunteers and other resources you need for each aspect of your plan
- P9 negotiate with volunteers, colleagues, suppliers and decision-makers to make sure volunteers and other resources are available as planned
- P10 review your plans, if the necessary volunteers and resources are not available
- P11 gain any approval required for the planned activities to begin

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

*You must be able to:*

- P12 check progress to make sure activities are on time and within budget and that the outcomes meet quality standards
- P13 closely monitor risks and any aspects of the activities which are likely to give rise to difficulties
- P14 promptly identify any difficulties and work with your volunteers,

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- colleagues, suppliers and decision-makers to deal with these effectively
- P15 keep volunteers, colleagues and decision-makers informed of progress and any changes to your plans
- P16 evaluate activities and note the lessons for future work

### Knowledge and understanding

*You need to know and understand:*

#### Activity and project management

- K1 co-ordination principles, methods, tools and techniques
- K2 corrective or remedial action to take in case of contingencies or non-compliance
- K3 legal and organisational requirements for health and safety
- K4 monitoring principles, methods, tools and techniques
- K5 objective setting principles, methods, tools and techniques
- K6 quality assurance and continuous improvement principles, methods, tools and techniques
- K7 time management principles, methods, tools and techniques
- K8 work methods, tools and techniques

#### Analysis, accounting and decision-making

*You need to know and understand:*

- K9 analytical principles, methods, tools and techniques
- K10 budgeting principles, methods, tools and techniques
- K11 creative-thinking principles, methods, tools and techniques
- K12 decision-making principles, methods, tools and techniques
- K13 estimating principles, methods, tools and techniques
- K14 evaluation principles, methods, tools and techniques
- K15 legal and organisational requirements relevant to risk management
- K16 planning principles, methods, tools and techniques
- K17 problem-solving principles, methods, tools and techniques
- K18 resource management principles, methods, tools and techniques
- K19 risk management principles, methods, tools and techniques

#### Information and communication

*You need to know and understand:*

- K20 communication principles, methods, tools and techniques
- K21 information gathering principles, methods, tools and techniques
- K22 information sharing principles, methods, tools and techniques
- K23 record-keeping principles, methods, tools and techniques
- K24 reporting principles, methods, tools and techniques

#### People management

*You need to know and understand:*

- K25 consultation principles, methods, tools and techniques
- K26 diversity principles, methods, tools and techniques
- K27 equality principles, methods, tools and techniques
- K28 human resource management principles, methods, tools and techniques

- K29 leadership principles, methods, styles and techniques
- K30 motivation principles, methods, tools and techniques
- K31 negotiation principles, methods, tools and techniques
- K32 principles, methods, tools and techniques for assessing people's performance
- K33 volunteer management principles, methods, tools and techniques

#### **Work context**

*You need to know and understand:*

- K34 codes of practice and standards of performance expected of volunteers
- K35 current and future roles and responsibilities in your organisation
- K36 relevant organisational policies and procedures
- K37 your organisation's beneficiaries and their diverse interests, needs, abilities and preferences
- K38 your organisation's resources
- K39 your organisation's culture, values and ethos
- K40 your organisation's vision, mission and strategic objectives
- K41 your organisation's volunteers and their diverse interests, needs, abilities and preferences
- K42 your own knowledge, skills and competence and the limits of these
- K43 your role and responsibilities

### 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

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