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### Overview

The elements are:

1. Motivate volunteers by promoting the special ethos and values of volunteering
2. Recognise voluntary effort by valuing volunteer contributions
3. Explain organisational policy and practice to volunteers

This standard covers those parts of your role which enable you to encourage and show appreciation for the work of volunteers. For example, it is important to know how to give appropriate recognition to volunteers in line with their motivation to volunteer.

In order to work effectively with volunteers, it is very important that you have a full understanding of the special relationship that exists when they are working on a voluntary basis. This special relationship is a three way process – with the volunteering organisation, the client (the individual/organisation for whom voluntary work is being carried out) and the volunteer themselves. The team leader has to keep the balance between all three, and understand how they interact.

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**Performance  
criteria**

**Motivate volunteers by promoting the special ethos and values of  
volunteering**

*You must be able to:*

- P1 recognise volunteers and their commitment in ways which are likely to enhance their motivation to continue
- P2 support volunteers in **ways** which match volunteer expectations, motivations and needs
- P3 take account of equal opportunities issues as they affect volunteers

**Recognise voluntary effort by valuing volunteer contributions**

*You must be able to:*

- P4 demonstrate an awareness of individual and group volunteers' abilities and aptitudes
- P5 **show appreciation** of the individual contributions made by volunteers
- P6 assess the contributions of individuals and acknowledge their value
- P7 encourage further development of volunteers' capabilities
- P8 communicate the achievements and contribution of volunteers within the organisation.

**Explain organisational policy and practice to volunteers**

*You must be able to*

- P9 clearly explain **organisational policies** and values on volunteering to all volunteers
- P10 check that volunteers understand, and can work within, particular **organisational policies**
- P11 support volunteers using the organisational systems and procedures
- P12 apply rewards and corrective measures to volunteers in a fair way.

## Motivate and recognise voluntary effort

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### Knowledge and understanding

### Motivate volunteers by promoting the special ethos and values of volunteering

*You need to know and understand:*

- K1 what all aspects of volunteering entails and the implications of volunteering as an exchange relationship for the volunteer, the voluntary organisation and the client
- K2 why people volunteer and why organisations involve volunteers
- K3 ways of assessing and confirming the needs and wishes of individuals and/or groups to help determine the starting point for their involvement
- K4 different ways of recognising volunteer commitment and how to use them to enhance volunteer motivation
- K5 how equal opportunities issues and values affect volunteers and volunteering and the organisation.

### Recognise voluntary effort by valuing volunteer contributions

*You need to know and understand:*

- K6 how to respond positively to personal and group voluntary effort
- K7 how to assess and record individual and group effort in terms of its worth and contribution to organisational objectives
- K8 how to evaluate an individual's voluntary effort in ways which can help further his/her or a group's capabilities
- K9 ways of recognising formally the skills and abilities shown
- K10 how to provide feedback at an appropriate level in the organisation.

### Explain organisational policy and practice to volunteers

*You need to know and understand:*

- K11 the organisational policy and statements on volunteers and volunteering, including the organisation's expectations of volunteers
- K12 organisational policy in relation to; volunteering, confidentiality, welfare, health and safety, volunteer insurance, training and developing volunteers, equal opportunities
- K13 how to give information, support and guidance on these issues
- K14 how the organisation gives recognition and reward to volunteers
- K15 methods of handling difficulties with volunteer work, the organisation's procedures for dealing with problems and your role within these procedures.

**Additional Information**

**Scope/range  
related to  
knowledge and  
understanding**

**Motivate volunteers by promoting the special ethos and values of volunteering**

1. **ways:**
  - 1.1. active listening
  - 1.2. providing advice
  - 1.3. facilitating access to resources

**Recognise voluntary effort by valuing volunteer contributions**

2. **show appreciation by:**
  - 2.1. providing feedback to volunteers
  - 2.2. communicating this information to others

**Explain organisational policy and practice to volunteers**

3. **organisational policies:**
  - 3.1. volunteering
  - 3.2. confidentiality
  - 3.3. welfare
  - 3.4. health and safety
  - 3.5. volunteer insurance
  - 3.6. training and developing volunteers
  - 3.7. equal opportunities

# LANNCU89 - SQA Unit Code H51A 04

## Motivate and recognise voluntary effort

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**Suite** Animal Care V2

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