5.7 Volunteer Training and Development Policy

**Purpose**

To articulate the need for a work environment supportive of volunteer learning and development.

**Background**

<Insert Organisation Name> recognises that all employees and volunteers need appropriate training to carry out their duties competently. In order to maximise volunteer staff performance and maintain job satisfaction, <Insert Organisation Name> recognises that an environment that provides opportunities for learning and growth can contribute significantly to the success of <Insert Organisation Name>. <Insert Organisation Name> understands the need to adequately resource training.

**Policy**

<Insert Organisation Name> will ensure a work environment for all volunteers that supports a learning and development culture as part of the commitment to continuous improvement. The <Insert Position> is responsible for promoting the personal and professional development of volunteers and may designate responsibilities to supervising staff.

All volunteer staff will be adequately trained to perform their roles as specified in their position description. Additional to general training provided for all volunteers, the <Insert Position> will provide opportunities for training to develop individual and team strengths, to address performance gaps or weaknesses, and to ensure safe working practices and volunteer satisfaction. Where appropriate, volunteers are encouraged to share key learnings from training courses with the rest of the team. Volunteer training needs and participation in training will be documented for review processes and filed in each volunteer’s personnel record.

Annual appraisals will provide a medium through which to identify volunteer strengths and areas for improvement and to ensure currency of skills and knowledge in line with the Volunteer Appraisal Policy and Procedure. Volunteer performance will also be monitored through everyday supervision and supervising staff will both seek and provide feedback to volunteers to inform their professional development.

Within the scope of available resources, volunteer staff will be provided with the opportunity for developing skills not strictly related to their field of work but relevant to the wider scope of <Insert Organisation Name>. Resources for training and development will be planned for in the annual volunteer involvement budget.

**Responsibility**

This policy affects all volunteers; responsibility for its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.4, 2.1-2.3, 3.2, 5.3, 5.4, 6.1, 6.2, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Training and Development Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Continuous Improvement Policy and Procedures
* Allocation of Resources for Volunteer involvement Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |