5.8 Volunteer Training and Development Procedure

**Procedure**

Every volunteer position description within <Insert Organisation Name> will be examined by the <Insert Position> or designated staff as part of the annual review process to determine specific skills and training required for the volunteer to adequately perform the role.

If a volunteer is selected for a position and does not have the necessary skills, the training to acquire those skills will be provided by <Insert Organisation Name> as soon as possible. The <Insert Position> or designated staff will conduct a training needs analysis with the volunteer, which will be used to inform the development of a training plan to address identified skills gaps.

**Performance Monitoring and Appraisals**

Formal appraisal of volunteer positions and service delivery will include a discussion about what training, if any, could assist the volunteer in effective service delivery, as well as the volunteer’s professional development goals and achievements. 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. Any training needs or issues discussed will be recorded on the supervision proforma as outlined in the Volunteer Supervision Procedure.

**Training Information and Requests**

Information on upcoming training and development opportunities will be communicated to all volunteers, and volunteers will be encouraged to share any information on upcoming training with their team. Any relevant professional development offered to paid staff will also be offered to volunteers. Requests for training should be completed using the Professional Development Request form and forwarded to the supervising staff, who will forward the request to the <Insert Position> for discussion and approval. Participation in training will be documented for review and planning purposes and a copy will be filed in the volunteer’s personnel records. Volunteers will be encouraged to share key learnings from the training with other staff and volunteers and may document these using the Professional Development Record form.

<Insert Organisation Name> will allocate a specific training budget for volunteer training and development.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.4, 2.1-2.3, 3.2, 5.2-5.4, 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

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