



A TEMPLATE FOR VOLUNTEER INVOLVING ORGANISATIONS TO IDENTIFY THEIR VOLUNTEER TRAINING NEEDS – Part 2

The Centre for Volunteering (The Centre) acknowledges that building relationships between it and its volunteers requires time, effort, resources, communication skills, and active engagement in the volunteering process.

The Centre recognises that it is vital to enhance the quality of the volunteer experience in order to retain existing volunteers and attract new volunteers. Accordingly, Volunteer Involving Organisations (VIOs) should have a training policy. Before a training needs analysis can be conducted, a VIO will need to identify its organisational goals and objectives; then determine the current and projected levels of performance throughout the organisation and its volunteers.

The document below may be used to conduct a volunteer training assessment:

Organisation Name:	
Volunteer name:	
Volunteer Position:	
Organisational objective of this position:	Where does this position fit into the VIO organisational chart ? What does this position accomplish within the VIO? What are the responsibilities of this position?
Qualifications:	Formal or informal qualifications and or abilities
Skill Set:	What are the volunteer's knowledge, skills and abilities? Are they proficient or merely conversant with electronic and digital resources ? Have they dealt with technology that they will be asked to use such a modern voice over internet protocol (VOIP) system? What are the volunteer's social skills and working preferences? Can any or all skill set deficiencies be made up by adequate training?
Process Location:	Where will the volunteer operate: As a client liaison?



	<p>As a telephone contact? As a researcher? In administration?</p> <p>NB: Each of these positions will require a different skill set and the VIO will need to match the skill set with the process. The more effective the matching, the more efficient the process and therefore the organisation.</p>
Process Training:	Does the volunteer require training more than the skill set they already bring to the position?
Training:	<p>What internal training sources are available? Is there an internal skill/subject matter expert available? If so, is it possible for them to provide that training? Is it possible to provide the training on-line? Does an external provider have the capacity to provide the content required? What will be the cost of providing such training? Who will bear such costs?</p>

Should you require further assistance in relation to this matter, please contact The Centre for Volunteering at membership@volunteering.com.au.

The Centre for Volunteering
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 The Centre for Volunteering has a range of services available for volunteer involving organisations.
 For more information, contact us on 02 9261 3600.