

Management of Volunteers

NVQs



Institute of Leadership
& Management



3-5
Levels three to five

Why choose ILM qualifications?

The Institute of Leadership & Management (ILM) is the UK's premier body for leadership and management qualifications, offering you a trusted route to improving your success.

Every year, ILM recognises the professional development achievements of managers from team leader to board level, including managers of small businesses and social enterprises and those responsible for managing volunteers, the environment and human resources. Well over half a million managers have improved their own performance and brought real benefits to their employers by taking part in programmes such as these. Why not join them?

There are over 2,000 approved centres worldwide, delivering management development and enterprise programmes which are flexible, practical and quality-assured to ILM's standards – giving you the confidence they will meet your needs, realise your full potential and enhance your skills and capability in the workplace.



a trusted
route to
improving your success

Entry Requirements

Participants should normally be involved in the management of volunteers – either on a day-to-day basis, or have responsibility for recruiting, managing and developing volunteers, or for developing and implementing the strategy for involving volunteers in their organisation's work. No formal entry qualifications are required, but participants normally undertake an initial assessment to ensure the suitability of the NVQ and to select the most appropriate optional units. Participants who are not currently responsible for the management of volunteers may be able to achieve the qualification if they are able to gather evidence of recent relevant experience whether through paid or voluntary work.

How long will it take?

There are no fixed periods for completion of an ILM NVQ qualification. Some participants, who are already competent and able to collect and present sufficient evidence without too much difficulty, may complete the qualification in approximately three months. Others may need to undertake some development activity and apply their learning within a management of volunteers' context (in order to demonstrate competence) and therefore could take up to 18 months or even longer. Additionally, participants who limit their assessment to only a few units may choose to complete the remaining units (required for a full award) within a three year period of initial registration..

What are the implications for the workplace?

All ILM NVQs are work-based; participants must provide evidence which demonstrates that they perform consistently and effectively to the standard demanded in the management of volunteers. This requires the support of the

participant's organisation whilst maintaining personal and commercial confidentiality. However, by accrediting existing competence, time away from the workplace is minimised.

Assessment

Assessment of all Management of Volunteers NVQs is normally by a portfolio of evidence which demonstrates that the participant can perform to the required level (as described by the relevant standards). Professional discussion is encouraged to reduce the volume of paper-based evidence. Each participant will have a personal adviser who will help them assemble their evidence and prepare for assessment.

Where do the qualifications lead?

The multi-level structure of NVQs enables participants to progress from one level to the next as their career develops, or to broaden their qualification by embarking on an ILM Vocationally Related Qualification (VRQ) such as the ILM Level 3 Certificate in First Line Management, ILM Level 5 Diploma in Management or ILM Level 7 Executive Diploma in Management (Introductory versions of these qualifications are available at all levels). A range of NVQs in generic management is also available for team leaders, first line, middle and senior managers.

ILM's choice of coaching and mentoring qualifications at levels 3-7 may also be of particular relevance for those working within the voluntary sector. For participants who require a knowledge of social enterprise (e.g. for the trading arm of a voluntary organisation) the ILM Level 5 Award in Understanding Social Enterprise may provide a useful complement to management of volunteers qualifications.

The appropriate route for progression will depend on the individual's particular job role, their goals and those of their employer. Further advice is available from ILM Centres.

What's in the ILM Level 3 NVQ in the Management of Volunteers?

The Level 3 NVQ in the Management of Volunteers is aimed at practising managers responsible for managing individual volunteers or groups of volunteers directly on a day-to-day basis. Flexibility is achieved through the choice of optional units which complement the five mandatory units designed to cover the core competences needed by today's managers working within the voluntary sector. This qualification recognises your ability to apply knowledge and skills to perform effectively in the management of volunteers and to bring tangible benefits to your organisation.

Seven units in total

Five mandatory units

| | |
|----|---|
| D1 | Plan, organise and monitor the work of volunteers |
| D2 | Lead and motivate volunteers |
| E1 | Manage and continuously develop your own capacity for managing volunteers |
| E3 | Develop productive working relationships with volunteers, colleagues and your manager |
| E5 | Contribute to the maintenance of a healthy, safe and productive working environment |

Two units from

| | |
|----|---|
| C2 | Contribute to the recruitment and placement of volunteers |
| C4 | Induct volunteers |
| D4 | Enable learning through demonstration and instruction |
| D5 | Enable group learning |
| D6 | Maintain records of volunteers |
| D7 | Manage volunteers' expenses |
| F7 | Organise events |

Membership

Successful completion of the ILM Level 3 NVQ in the Management of Volunteers provides eligibility for a minimum grade of Associate Membership (AMInstLM) of ILM.

For further details on ILM membership **T 01543 251346** or **E membership@i-l-m.com**

Progress from one
level to the next

What's in the ILM Level 4 NVQ in the Management of Volunteers?

The Level 4 NVQ in the Management of Volunteers is aimed at practising managers with the overall responsibility for recruiting, managing and developing volunteers in their organisation. They may also manage volunteers directly on a day-to-day basis, and/or they may supervise other people who directly manage volunteers. Flexibility is achieved through the choice of optional units which complement the three mandatory units designed to cover the core competences needed by today's middle managers working within the voluntary sector. This qualification recognises your ability to apply knowledge and skills to perform effectively in the management of volunteers and to bring tangible benefits to your organisation.

Eight units in total

Three mandatory units

| | |
|----|---|
| B2 | Involve, motivate and retain volunteers |
| E2 | Manage and continuously develop your own and others' capacity for managing volunteers |
| E4 | Develop productive working relationships |

Optional units (five units from the optional groups tables below with at least three from group A)

optional group A:

| | |
|----|--|
| A4 | Develop plans to meet your organisation's goals |
| B1 | Champion volunteering within your organisation |
| B3 | Develop relationships with individuals and organisations that can support your volunteering strategy |
| C1 | Advertise for volunteers |
| C3 | Recruit and place volunteers |
| C5 | Manage the induction of volunteers |
| D3 | Support the development of volunteers' knowledge, skills and competence |
| D6 | Maintain records of volunteers |
| D7 | Manage volunteers' expenses |
| D8 | Help address problems affecting volunteers |
| E6 | Monitor procedures to control risks to health and safety |
| F2 | Manage projects involving volunteers |

optional group B:

| | |
|-----|---|
| A1 | Contribute to the development of your organisation's strategy |
| D4 | Enable learning through demonstration and instruction |
| D5 | Enable group learning |
| F1 | Promote your organisation and its services to stakeholders |
| F4 | Manage the use of financial resources |
| F5 | Negotiate and manage agreements for supplies |
| F6 | Manage the use of physical resources |
| F7 | Organise events |
| F8 | Improve the quality of service provision |
| F9 | Facilitate meetings |
| F10 | Manage information and knowledge |
| F11 | Report to external agencies |

Membership

Successful completion of the ILM Level 4 NVQ in the Management of Volunteers provides eligibility for a minimum grade of Membership (MInstLM) of ILM.

For further details on ILM membership T 01543 251346 or E membership@i-l-m.com

What's in the ILM Level 5 NVQ in the Management of Volunteers?

The Level 5 NVQ in the Management of Volunteers is aimed at practising senior managers with the responsibility for developing and implementing the strategy for involving volunteers in their organisation's work (but not the direct day-to-day management of volunteers). Flexibility is achieved through optional units which complement the six mandatory units designed to cover the core competences needed by today's senior managers in the voluntary sector.

Eight units in total

Six mandatory units

| | |
|----|---|
| A2 | Develop your organisation's volunteering policy |
| A3 | Develop organisational structures and systems to support volunteering |
| A4 | Develop plans to meet your organisation's goals |
| A5 | Evaluate volunteers' contributions to your organisation's goals |
| E2 | Manage and continuously develop your own and others' capacity for managing volunteers |
| E4 | Develop productive working relationships |

Optional units (two units from the optional groups tables below with at least one from group A)

optional group A:

| | |
|----|---|
| E7 | Promote a healthy and safe culture in the workplace |
| F3 | Obtain funds to realise your organisation's volunteering policies and plans |

optional group B:

| | |
|----|--|
| B3 | Develop relationships with individuals and organisations that can support your volunteering strategy |
| F1 | Promote your organisation and its services to stakeholders |
| F8 | Improve the quality of service provision |

Membership

Successful completion of the ILM Level 5 NVQ in the Management of Volunteers provides eligibility for a minimum grade of Membership (MInstLM) of ILM.

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Are these programmes for you?

ILM NVQs in the Management of Volunteers

The Level 3 NVQ in the Management of Volunteers is aimed at practising managers responsible for managing individual volunteers or groups of volunteers directly on a day-to-day basis including responsibility for :

- planning, organising and monitoring the work of volunteers
- leading, motivating and developing productive working relationships with volunteers, colleagues and their manager
- contributing to the maintenance of a healthy, safe and productive working environment

The Level 4 NVQ in the Management of Volunteers is aimed at practising managers with overall responsibility for recruiting, managing and developing volunteers in their organisation (or within their department/area of a large organisation). These participants may manage volunteers directly on a day-to-day basis and/or supervise other people who directly manage volunteers including responsibility for :

- involving, motivating and retaining volunteers
- managing and continuously developing own and others' capacity for managing volunteers
- developing productive working relationships

The Level 5 NVQ in the Management of Volunteers is aimed at practising senior managers responsible for developing and implementing the strategy for involving volunteers in their organisation's work (but not the direct day-to-day management of volunteers) including:

- developing the organisation's volunteering policy; structures and systems to support volunteering
- developing plans to meet the organisation's goals
- evaluating volunteers' contribution to your organisation's goals
- managing and continuously developing own and others' capacity for managing volunteers, and developing productive working relationships

Realise your
leadership potential
with ILM

What do
I do now?

Contact your local ILM Centre



or contact **ILM**

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