

ILM Level 5

Award and Certificate in Management of Volunteers



Who are these qualifications for?

The Level 5 Award and Certificate in Management of Volunteers are aimed at anyone who manages, supervises or supports volunteers or teams of volunteers. Learners will be most likely a practising middle manager, with responsibility for getting the most from volunteering in their organisation by leading, managing and supporting teams of volunteers.

Benefits for individuals

- Recruit, organise, support and motivate volunteer workers
- Promote volunteering to potential recruits
- Champion volunteering within your organisation
- Develop structures, systems and procedures to support volunteering within your organisation
- Enhance your leadership and management skills.

Benefits for employers

- Well-run, productive and motivated teams of volunteers
- Increased engagement with your organisation's goals
- A wide range of optional units – customise this qualification to suit organisational needs
- Workplace-based assessment ensures new skills are effectively transferred to the job.

At the Award level, there is a choice of two mandatory units covering recruiting or managing volunteers, and a wide selection of optional units so learners can focus on the areas most relevant to their development needs or career progression.

For the Certificate, learners take the two mandatory units, 'Promote volunteering to potential and actual volunteers' and 'Developing structures, systems and procedures to support volunteering'. They then choose from a wide range of optional units to complete the qualification. Some focus on volunteering; others cover developing the learner's knowledge, skills and abilities as a leader and manager.

Progression

Successful completion of these qualifications can lead to a range of progression options including the following:

- Level 4 Award, Certificate or Diploma in Leadership and Management
- Level 5 Award, Certificate or Diploma in Leadership and Management.

Qualification overview

Qualification title	Credit value	Total qualification time	Structure
Level 5 Award in the Management of Volunteers QAN: 600/1844/6	Minimum 8 credits Maximum 12 credits	80 hours	<ul style="list-style-type: none"> ● One hour induction ● At least one hour tutorial support ● One mandatory unit from a choice of two* ● Choice of optional units from Group 2, which contains units at Levels 4, 5 and 6 ● Minimum of 3 credits, maximum of 7 credits from Group 2
Level 5 Certificate in the Management of Volunteers QAN: 600/1374/6	Minimum 15 credits	150 hours	<ul style="list-style-type: none"> ● One hour induction ● At least one hour tutorial support ● Two mandatory units* ● Choice of optional units from Group 2, which contains units at Levels 4, 5 and 6 ● Minimum of 6 credits from Group 2, with at least 3 credits at Level 5

*Refer to table below for unit details

Rules of combination

Award

- Choice of one mandatory unit from Group 1 (total credit value of 5)
- Minimum of 3 credits, maximum of 7 credits from Group 2

Certificate

- Two mandatory units from Group 1 (total credit value of 9)
- Minimum of 6 credits from Group 2, with at least 3 credits at Level 5

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**	Mandatory***
8330-400	Developing Structures, Systems and Procedures to Support Volunteering (<i>Certificate only</i>)	4	4	16	C
8330-500	Promote Volunteering to Potential and Actual Volunteers	5	5	24	A C
8330-501	Manage the Development of a Volunteering Policy (<i>Award only</i>)	5	5	24	A

*Credit value **Guided learning hours ***A= Award C=Certificate

Group 2

Reference	Unit title	Level	CV*	GLH**
8330-400	Developing Structures, Systems and Procedures to Support Volunteering (<i>Award only</i>)	4	4	16
8330-401	Provide Leadership and Direction for Own Area of Responsibility	4	5	30
8330-402	Support Individuals to Develop and Take Responsibility for Their Performance	4	4	20
8330-403	Build, Support and Manage a Team	4	4	20
8330-404	Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements	4	5	25
8330-405	Plan, Allocate and Monitor Work in Own Area of Responsibility	4	5	25
8330-406	Develop Working Relationships with Colleagues and Stakeholders	4	4	20
8330-407	Support Learning and Development Within Own Area of Responsibility	4	5	25
8330-408	Analyse the Market in Which Your Organisation Operates	4	5	25
8330-409	Manage a Tendering Process (<i>Certificate only</i>)	4	4	20
8330-410	Manage Physical Resources (<i>Certificate only</i>)	4	3	25
8330-411	Manage Risk in Own Area of Responsibility (<i>Certificate only</i>)	4	4	25
8330-412	Review Risk Management Processes in Own Area of Responsibility (<i>Certificate only</i>)	4	3	20
8330-413	Manage the Environmental Impact of Work Activities (<i>Certificate only</i>)	4	5	10
8330-414	Prepare For and Support Quality Audits (<i>Certificate only</i>)	4	4	20
8330-415	Support the Culture of an Organisation (<i>Certificate only</i>)	6	5	30
8330-416	Monitor and Review Business Processes (<i>Certificate only</i>)	5	3	20
8330-504	Manage the Motivation of Volunteers	5	5	24

Group 2 continued

Reference	Unit title	Level	CV*	GLH**
8330-505	Managing Volunteer Agreements and Dispute Procedures	5	3	12
8330-506	Promote Volunteering Within Your Organisation	5	6	24
8330-507	Examine Staff Turnover Issues in Own Area of Responsibility (<i>Award only</i>)	5	4	25
8330-508	Work Productively With Colleagues and Stakeholders	5	6	30
8330-509	Plan Change in Own Area of Responsibility	5	6	30
8330-510	Promote Equality of Opportunity, Diversity and Inclusion Across an Organisation	5	6	30
8330-511	Develop and Evaluate Operational Plans for Own Area of Responsibility (<i>Certificate only</i>)	5	6	25
8330-512	Establish Risk Management Processes for an Organisation (<i>Certificate only</i>)	5	6	30
8330-513	Promote the Use of Technology within an Organisation (<i>Certificate only</i>)	5	6	30
8330-514	Managing Health and Safety Across an Organisation (<i>Certificate only</i>)	5	6	25
8330-600	Implement and Evaluate a Volunteering Policy	6	5	24

*Credit value **Guided learning hours

Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

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All ILM qualifications are awarded by the City and Guilds of London Institute, which was founded in 1878 and is incorporated by Royal Charter.

Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

Institute of Leadership & Management membership

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance. We believe this delivers well-rounded managers with a proven ability to perform to the required standards.