Certa Awards

SEG Awards Certa Level 3 Award and SEG Awards Certa Level 4 Award and Certificate in Volunteer Management

Qualification Guidance

Level 3 Award - 600/9391/2
Level 4 Certificate – 600/9383/3

About Us

Skills and Education Group Awards (Certa Awards) [1] continually invest in high quality qualifications and services across education. As a result we have a long-established reputation for supporting skills providers to enable individuals to gain skills for employment, skills for learning and skills for progression.

Skills and Education Group Awards has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: Skills and Education Group Awards Secure Login

Sources of Additional Information

The Certa Awards website www.certa.org.uk provides access to a wide variety of information.

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Specification Code, Date and Issue Number

Version	Date of Issue	Comments
1.0	1st March 2013	Operational Start Date
1.1	August 2018	Published in new format
1.2	October 2018	Updated Review Date
1.3	July 2019	Operational End and Certification End dates added.

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[1] Certa Awards is a brand of the Skills and Education Group Awards, a recognised awarding organisation and part of the Skills and Education Group. Any reference to Certa Awards, its registered address, company or charity number should be deemed to mean the Skills and Education Group Awards.

Contents

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Guide is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Introduction

The SEG Awards Certa Level 3 and 4 in Volunteer Management are nationally recognised qualifications. They provide learners with some skills and knowledge that will:

- provide a starting point for those interested in the volunteer management role within the voluntary, community, public and private sectors
- help them to develop and consolidate skills and practice in contexts where there are volunteers needing support, management and co-ordination

The qualifications are mapped to the 'National Occupational Standards' (2008) developed originally by the UK Workforce Development Hub and more recently, Skills Third Sector. The standards may be subject to review in the future.

The qualifications were developed by a working group, including training organisations, trainers and assessors and those who have managed volunteers, including 'Skills Third Sector', 'Voluntary Action Sheffield' and others.

Aims

The Level 3 Award prepares learners to understand how to support and develop volunteers. It will be targeted at those who are new to this role, who supervise small numbers of volunteers or for whom this role is part of their wider function in an organisation. Their work will include recruiting, supporting and organising day to day activities for volunteers

The Level 4 Award is for learners whose primary responsibility includes managing and developing volunteer programmes and is targeted at those who are new to this role or without relevant vocational qualifications. It includes promoting volunteering, recruiting, supporting and organising day to day activities for volunteers. Learners will understand relevant policies and procedures which underpin volunteering.

The Level 4 Certificate is for those learners whose primary responsibility includes setting up, managing and developing programmes for volunteers and aims to develop a greater understanding of the management role. This includes promoting volunteering, recruiting, supporting and organising day to day activities for volunteers. Learners will apply this knowledge and relevant policies and procedures to develop a volunteering programme for their organisation or others. It will be targeted at those who are new to or developing and applying their skills in this role.

Progression Opportunities

The Level 3 Award enables learners to progress to the volunteer management apprenticeship pathway, employment and higher level qualifications, including the Level 4 Award and Level 4 Certificate in Volunteer Management, as well as other management qualifications.

The Level 4 Award offers progression to employment, higher level volunteer management and management qualifications, including the Level 4 Certificate in Volunteer Management.

The Level 4 Certificate offers progression to employment, higher volunteer management and management qualifications and higher education opportunities.

Resource Requirements

These qualifications require the learner to already be working within a volunteering role.

Language

These specifications and associated assessment materials are in English only.

SEG Awards Certa Level 3 Award in Volunteer Management
SEG Awards Certa Level 4 Award and Certificate in Volunteer Management

Qualification Summary

Qualification and Pathways SEG Awards Certa Level 3 Award in Volunteer Management SEG Awards Certa Level 4 Certificate in Volunteer Management	
Qualification Number	600/9391/2 600/9383/3
Regulated	The qualification, identified above, is regulated by Ofqual.
Assessment	Internal assessment, internal and external moderation.
Grading	Pass
Operational Start Date	1st March 2013
Ofqual Review Date	31st October 2019
Operational End Date	Level 4 Award: 28th February 2019 Level 3 Award: 31st October 2019 Level 4 Certificate: 31st October 2019
Certificate End Date	Level 4 Award: 28th February 2019 Level 3 Award: 31st October 2022 Level 4 Certificate: 31st October 2022
Certa Sector	Volunteer Management
Ofqual SSA Sector	15.3 Business Management
Stakeholder Support	Skills Third Sector/Voluntary Action Sheffield
Contact	See the Certa Awards website for Centre Support Officer responsible for this qualification.

SEG Awards Certa Level 3 Award in Volunteer Management

Rules of Combination:
To achieve this qualification learners must achieve 6 credits by completing all of the mandatory units.

Mandatory Units	Unit Number	Level	Credit Value*	GL
Attracting and Recruiting Volunteers	J/505/0109	3	2	14
Organisations and Volunteering	L/505/0113	3	2	14
Supporting and Developing Volunteers	Y/505/0115	3	2	14

*Credit Values may not be appropriate and may not be included

Qualification Purpose	• provide a starting point for those interested in the volunteer management role within the voluntary, community, public and private sectors • help them to develop and consolidate skills and practice in contexts where there are volunteers needing support, management and co-ordination
Entry Requirements	There are no specific requirements to study for these qualifications.
Age Range	Pre 16 16 - 18 18+ ✓ 19+ ✓
GL	42
TQT	60
Credit Value	6
Learning Aims Reference	See Learning Aim Reference Service (LARS) website: https://data.gov.uk/dataset/learning-aim-reference-service
Type of Funding Available	See Learning Aim Reference Service (LARS) website
Qualification Fee / Unit Fee	See Certa Awards website for current fees and charges.
Additional Information	See Certa Awards website for resources available for this qualification.

SEG Awards Certa Level 4 Award in Volunteer Management

Rules of Combination:

To achieve this qualification learners must achieve 9 credits from all of the mandatory units.

Mandatory Units	Unit Number	Level	Credit Value*	GL
Attracting and Recruiting Volunteers	M/505/0119	4	3	18
Organisations and Volunteering	D/505/0150	4	3	18
Supporting and Developing Volunteers	H/505/0151	4	3	18

*Credit Values may not be appropriate and may not be included

Qualification Purpose	- provide a starting point for those interested in the volunteer management role within the voluntary, community, public and private sectors - help them to develop and consolidate skills and practice in contexts where there are volunteers needing support, management and co-ordination
Entry Requirements	There are no specific requirements to study for these qualifications.
Age Range	Pre 16 16 - 18 18+ ✓ 19+ ✓
GL	54
TQT	90
Credit Value	9
Learning Aims Reference	See Learning Aim Reference Service (LARS) website: https://data.gov.uk/dataset/learning-aim-reference-service
Type of Funding Available	See Learning Aim Reference Service (LARS) website
Qualification Fee / Unit Fee	See Certa Awards website for current fees and charges.

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Additional Information	See Certa Awards website for resources available for this qualification.

SEG Awards Certa Level 4 Certificate in Volunteer Management

Rules of Combination:
To achieve this qualification learners must achieve 15 credits. 9 credits will come from the mandatory units and a further 6 credits from the optional units.

Mandatory Units	Unit Number	Level	Credit Value*	GL
Attracting and Recruiting Volunteers	M/505/0119	4	3	18
Organisations and Volunteering	D/505/0150	4	3	18
Supporting and Developing Volunteers	H/505/0151	4	3	18

*Credit Values may not be appropriate and may not be included

Optional Units	Unit Number	Level	Credit Value*	GL
Analyse and Develop the Volunteer Role	M/505/0153	4	3	18
Develop a Volunteering Programme	L/505/0158	4	3	18
Promote Volunteering	F/505/0156	4	3	18
Understanding the Management Role	R/505/0159	4	6	36

Qualification Purpose	• provide a starting point for those interested in the volunteer management role within the voluntary, community, public and private sectors • help them to develop and consolidate skills and practice in contexts where there are volunteers needing support, management and co-ordination					
Entry Requirements	There are no specific requirements to study for these qualifications.					
Age Range	Pre 16		16 - 18		18+ ✓		19+ ✓
GL	90					

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TQT	150
Credit Value	15
Learning Aims Reference	See Learning Aim Reference Service (LARS) website: https://data.gov.uk/dataset/learning-aim-reference-service
Type of Funding Available	See Learning Aim Reference Service (LARS) website
Qualification Fee / Unit Fee	See Certa Awards website for current fees and charges.
Additional Information	See Certa Awards website for resources available for this qualification.

Assessment Overview

Summary

The SEG Awards Certa Level 3 Award in Volunteer Management will be awarded to learners who successfully achieve all three mandatory units within the qualification in accordance with the Rules of Combination, by meeting the specified Assessment Criteria.

The SEG Awards Certa Level 4 Award in Volunteer Management will be awarded to learners who successfully achieve all three mandatory units within the qualification in accordance with the Rules of Combination, by meeting the specified Assessment Criteria.

The SEG Awards Certa Level 4 Certificate in Volunteer Management will be awarded to learners who successfully achieve all three mandatory units plus the optional units within the qualification in accordance with the Rules of Combination, by meeting the specified Assessment Criteria.

Please note that the Learning Outcomes and Assessment Criteria must not be changed in any way.

Who can assess this qualification?

- We require those involved in the assessment process to be suitably experienced and/or qualified. In general terms, this usually means that the assessor is knowledgeable of the subject/occupational area to a level above that which they are assessing.
- Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

SEG Awards Certa Level 3 Award in Volunteer Management
SEG Awards Certa Level 4 Award and Certificate in Volunteer Management

Unit Details

1. Attracting and Recruiting Volunteers

Unit Reference	J/505/0109
Level	3
Credit Value	2
Guided Learning	14 hours
Unit Summary	This unit has three learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand how to promote Volunteering.	1.1 Summarise the benefits to stakeholders of volunteering. 1.2 Analyse different ways to promote volunteering to a diverse community.
2. Understand how to select and recruit volunteers.	2.1 Analyse the attributes, skills and knowledge required to be a volunteer. 2.2 Explain how to assess individuals' attributes, skills and knowledge. 2.3 Evaluate the practices that can be used by an organisation to select and recruit volunteers.
3. Understand how to induct volunteers.	3.1 Distinguish between a volunteer agreement and a contract of employment. 3.2 Summarise good practice in a volunteer induction programme.

Supporting Unit Information

Attracting and Recruiting Volunteers – J/505/0109 – Level 3

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand how to promote volunteering.

Learning Outcome 2: Understand how to select and recruit volunteers

Learning Outcome 3: Understand how to induct volunteers

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study

- Written questions and answers
- Report
- Professional discussion
- Project

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

2. Organisations and Volunteering

Unit Reference	L/505/0113
Level	3
Credit Value	2
Guided Learning	14 hours
Unit Summary	This unit has three learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the benefits of volunteering for an organisation, the community and volunteers.	1.1 Summarise the benefits of volunteering for a volunteer. 1.2 Assess the benefits and contribution of volunteering for an organisation and for the wider community. 1.3 Explain how different volunteering roles contribute to achieving the aims and objectives of an organisation.
2. Understand the principles and values for volunteering.	2.1 Analyse the key principles and values underpinning volunteering.
3. Understand the organisational requirements for volunteering.	3.1 Summarise the legislation relevant to volunteering. 3.2 Explain the range of organisational policies relevant to volunteering. 3.3 Summarise good practice relating to managing risk with volunteers.

Supporting Unit Information

Organisations and Volunteering – L/505/0113– Level 3

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the benefits of volunteering for an organisation, the community and volunteers.

Learning Outcome 2: Understand the principles and values for volunteering.

Learning Outcome 3: Understand the organisational requirements for volunteering.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Witness statements
- Written questions and answers
- Oral question and answer
- Practical demonstration
- Products of work

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

3. Supporting and Developing Volunteers

Unit Reference	Y/505/0115
Level	3
Credit Value	2
Guided Learning	14 hours
Unit Summary	This unit has four learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the diverse development needs of volunteers.	1.1 Analyse the role of supervision in the development of volunteers. 1.2 Explain how to identify the training and development needs of volunteers.
2. Understand the need to support and motivate volunteers.	2.1 Explain what motivates volunteers. 2.2 Explain how to motivate volunteers. 2.3 Differentiate between the models of support offered to volunteers.
3. Understand how to lead a team.	3.1 Analyse the attributes of a team leader. 3.2 Explain the importance of a positive team culture. 3.3 Explain the importance of involving volunteers in planning team objectives.

Supporting Unit Information

Supporting and Developing Volunteers– Y/505/0115– Level 3

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the diverse development needs of volunteers

Learning Outcome 2: Understand the need to support and motivate volunteers

Learning Outcome 3: Understand how to lead a team

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:

- Case study
- Written questions and answers
- Oral question and answer
- Written description
- Group discussion

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

4. Attracting and Recruiting Volunteers

Unit Reference	M/505/0119
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit has four learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the difference between a volunteer and an employee.	1.1 Differentiate between the organisation's legal and contractual requirements for an employee and a volunteer.
2. Understand how to market and promote volunteering.	2.1 Analyse different ways to promote volunteering to stakeholders and potential volunteers. 2.2 Analyse the barriers to volunteering that may arise as a result of different backgrounds, cultures, abilities, lifestyle choices. 2.3 Evaluate a plan to market and promote volunteering to a diverse community.
3. Understand good practice in recruiting volunteers.	3.1 Define the key elements of good practice in volunteer recruitment. 3.2 Evaluate the processes and practices used by an organisation to recruit volunteers.
4. Understand how to induct volunteers.	4.1 Analyse good practice in a volunteer induction programme. 4.2 Evaluate an induction programme for a volunteer.

Supporting Unit Information

Attracting and Recruiting Volunteers – M/505/0119– Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the difference between a volunteer and an employee.

Learning Outcome 2: Understand how to market and promote volunteering.

Learning Outcome 3: Understand good practice in recruiting volunteers.

Learning Outcome 4: Understand how to induct volunteers.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study
- Written questions and answers
- Report
- Project
- Professional discussion

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

5. Organisations and Volunteering

Unit Reference	D/505/0150
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit has four learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the benefits of volunteering for an organisation, the community and volunteers.	1.1 Explore the benefits of volunteering for volunteers. 1.2 Analyse the benefits and contribution of volunteering for an organisation and for the wider community. 1.3 Analyse how different volunteering roles contribute to achieving the aims and objectives of an organisation.
2. Understand the principles and values for volunteering.	2.1 Analyse the key principles and values underpinning volunteering. 2.2 Explain how to embed principles and values into an organisation's practice. 2.3 Explain how to review the effectiveness of a volunteering programme.
3. Understand the organisational requirements for volunteering.	3.1 Evaluate the impact of relevant legislation on volunteering. 3.2 Evaluate the effectiveness of an organisation's policies and practices for volunteering. 3.3 Analyse good practice in managing risk when involving volunteers.

Supporting Unit Information

Organisations and Volunteering – D/505/0150– Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the benefits of volunteering for an organisation, the community and volunteers.

Learning Outcome 2: Understand the principles and values for volunteering.

Learning Outcome 3: Understand the organisational requirements for volunteering.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study
- Written questions and answers
- Report
- Written description
- Professional discussion

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

6. Supporting and Developing Volunteers

Unit Reference	H/505/0151
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit has four learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:	
1. Understand the diverse development needs of volunteers.	1.1	Explain the role of training and development in a volunteering programme.
	1.2	Analyse how an organisation could meet the development needs of volunteers.
2. Understand the need to support and motivate volunteers.	2.1	Analyse the role of motivation in retaining volunteers
	2.2	Analyse the support needs of volunteers.
	2.3	Explain how to assess the effectiveness of volunteer support structures in an organisation.
3. Understand the role of supervision in developing volunteers.	3.1	Evaluate the role and purpose of supervising volunteers.
	3.2	Explain good practice in using feedback to improve skills and effectiveness.
	3.3	Analyse systems to evaluate volunteer contributions.
4. Understand how to lead a team.	4.1	Evaluate the importance of creating positive team cultures.
	4.2	Analyse how to involve volunteers in planning team objectives.

	4.3 Assess the importance of monitoring team effectiveness in meeting organisational objectives.

Supporting Unit Information

Supporting and Developing Volunteers – H/505/0151– Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the diverse development needs of volunteers.

Learning Outcome 2: Understand the need to support and motivate volunteers

Learning Outcome 3: Understand the role of supervision in developing volunteers.

Learning Outcome 4: Understand how to lead a team.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study
- Written questions and answers
- Oral question and answer
- Written description
- Professional discussion

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

7. Analyse and Develop the Volunteer Role

Unit Reference	M/505/0153
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit has three learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the different roles of volunteers in the organisational setting.	1.1 Analyse the role(s) of volunteers in the organisation. 1.2 Analyse the legal and regulatory constraints for the volunteer role(s).
2. Be able to assess and manage risk for a particular volunteering context.	2.1 Analyse the risks to the organisation, the volunteer, and other stakeholders. 2.2 Review the effectiveness of the organisation's risk management measures.
3. Be able to assess the potential for development of volunteers in a particular context.	3.1 Analyse areas for development of the volunteer role. 3.2 Evaluate the benefits and risks of developing the volunteering role. 3.3 Implement and review a plan for development of the volunteer role.

Supporting Unit Information

Analyse and Develop the Volunteer Role – M/505/0153 – Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the different roles of volunteers in the organisational setting.

Learning Outcome 2: Be able to assess and manage risk for a particular volunteering context.

Learning Outcome 3: Be able to assess the potential for development of volunteers in a particular context.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study
- Written questions and answers
- Report
- Written description
- Reflective log/diary

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

8. Develop a Volunteering Programme

Unit Reference	L/505/0158
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit has three learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:	
1. Be able to apply principles and values to underpin a volunteering programme.	1.1	Identify, adapt and use principles and values to underpin the development of a volunteering programme.
2. Be able to develop organisational structures and processes to support a volunteering programme.	2.1	Analyse own organisation's requirements for a volunteer programme.
	2.2	Analyse current legal and regulatory constraints for a volunteering programme. Develop or adapt organisational policies and procedures.
	2.3	Evaluate own organisational responsibilities when supporting a volunteer programme.
	2.4	Review the management and governance structures in supporting a volunteer programme.
	2.5	Develop a plan for the sustainability of a volunteer programme.
3. Be able to review a volunteer programme.	3.1	Review and record the effectiveness of a volunteer programme.

Supporting Unit Information

Develop a Volunteering Programme – L/505/0158 – Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Be able to apply principles and values to underpin a volunteering programme.

Learning Outcome 2: Be able to develop organisational structures and processes to support a volunteering programme.

Learning Outcome 3: Be able to review a volunteer programme.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study

- Written questions and answers
- Report
- Written description
- Reflective log/diary

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

9. Promote Volunteering

Unit Reference	F/505/0156
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit has five learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Be able to develop a plan to promote volunteering.	1.1 Devise and implement a promotional plan for volunteering.
2. Be able to promote volunteering in an organisation.	2.1 Analyse opportunities for volunteering in an organisation. 2.2 Develop and use communication strategies to promote volunteering.
3. Be able to promote volunteering to a diverse community.	3.1 Devise and implement activities to promote volunteering.
4. Be able to promote volunteering to individuals.	4.1 Analyse the benefits of and barriers to volunteering. 4.2 Devise and implement activities to promote volunteering to individuals.
5. Be able to evaluate activities that promote volunteering.	5.1 Analyse own role in devising activities that promote volunteering. 5.2 Review the effectiveness of activities that promote volunteering.

	5.3	Review the effectiveness of the promotional plan.

Supporting Unit Information

Promote Volunteering – F/505/0156 – Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Be able to develop a plan to promote volunteering.

Learning Outcome 2: Be able to promote volunteering in an organisation

Learning Outcome 3: Be able to promote volunteering to a diverse community

Learning Outcome 4: Be able to promote volunteering to individuals.

Learning Outcome 5: Be able to evaluate activities that promote volunteering.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching

staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:

- Case study
- Written questions and answers
- Report
- Written description
- Reflective log/diary

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

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10. Understanding the Management Role

Unit Reference	R/505/0159
Level	4
Credit Value	6
Guided Learning	36 hours
Unit Summary	This unit has five learning outcomes.

Learning Outcomes The learner will:	Assessment Criteria The learner can:	
1. Understand the organisation's purpose, structure and stakeholders.	1.1	Summarise the organisation's purpose and stakeholders.
	1.2	Explain the organisational structure, staffing and management functions.
2. 2. Understand the responsibilities of managers in enabling the organisation to achieve its aims.	2.1	Analyse the role of managers in enabling the organisation to achieve its aims.
	2.2	Explain the effectiveness of managers in developing team working.
3. Understand how communication and interpersonal relationships affect managerial performance.	3.1	Analyse how interpersonal relationships and communication skills affect managerial performance.
	3.2	Devise strategies to overcome barriers to communication and the development of interpersonal relationships.
4. Understand the role of partnership working.	4.1	Evaluate inclusive approaches to partnership working.
	4.2	Evaluate ways to develop communication between partners.
	4.3	Summarise ways to overcome tensions and conflicts in partnership working.

5. Be able to plan personal and professional development opportunities.	5.1	Analyse how managerial abilities are linked to own knowledge, skills and behaviours.
	5.2	Review areas of personal and professional development to improve the managerial role.
	5.3	Implement a plan for future personal and professional development.

Supporting Unit Information

Understanding the Management Role – R/505/0159 – Level 4

Indicative Content

Note: Indicative content provides an indication of the scope for the Learning Outcomes and Assessment Criteria. It is intended as a resource to help guide the delivery and assessment of the unit. Indicative content is NOT a statement of material which must be covered and evidenced for assessment. For further information please contact us.

Learning Outcome 1: Understand the organisation's purpose, structure and stakeholders.

Learning Outcome 2: Understand the responsibilities of managers in enabling the organisation to achieve its aims.

Learning Outcome 3: Understand how communication and interpersonal relationships affect managerial performance.

Learning Outcome 4: Understand the role of partnership working.

Learning Outcome 5: Be able to plan personal and professional development opportunities.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of their particular learners. The aims and aspirations of all learners, including those with identified special needs, including learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Methods of Assessment

Centres **must** ensure that all internally assessed evidence is generated by each individual candidate. Where candidates do work in groups, it is important that the assessor is able to make an accurate assessment of each individual's contribution to the group.

Minimum requirements when assessing this unit
Certa expects that staff will be appropriately qualified to assess learners against the outcomes and criteria within the units. Generally teaching staff should be qualified and/or vocationally experienced to at least a level above that which they are teaching.

Evidence of Achievement

This unit has no prescribed assessment methods. Evidence for this unit may include, but is not limited to:
- Case study
- Written questions and answers
- Report
- Written description
- Reflective log/diary

It is good practice to use a range of assessment methods appropriate to meet the assessment criteria and the candidate's needs.

All evidence must be clearly signposted and made available for external moderation upon request.

Any photographic evidence must be appropriately annotated to clearly demonstrate the candidates' role and how it meets the assessment criteria.

Witness and observation statements must be specific and contain the name, signature and role of the witness / observer.

Additional Information

Additional guidance for delivering and assessing Certa qualifications and information about Internal Quality Assurance is available on the Certa Awards website.

Appendices

Recognition of Prior Learning, Exemption and Credit Transfer

Certa's policy enables learners to avoid duplication of learning and assessment in a number of ways:

- Recognition of Prior Learning (RPL) – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- Exemption - Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within a Certa qualification but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the Certa qualification to be achieved in order to determine its equivalence.
- Any queries about the relevance of any certificated evidence, should be referred in the first instance to your centre's internal moderator and then to Certa.
- It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
- Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- Credit Transfer – Certa may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units / Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
  - o original certificates OR
  - o copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator
- Equivalencies – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same

credit value or greater than the unit(s) in question and be at the same level or higher.

Certa encourages its centres to recognise the previous achievements of learners through RPL, Exemption and Credit Transfer. Prior achievements may have resulted from past or present employment, previous study or voluntary activities.

Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from the Certa Awards website.

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

Certa's policies and procedures are available on the Certa Awards website.

Glossary of Terms

Guided Learning (GL)

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – 'Would I need to plan for a member of staff to be present to give guidance or supervision?'

GL is calculated at the unit/component level and added up at the qualification level.

- Examples of guided learning include:
- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated assessment
- The learner is being observed.

TQT (Total Qualification Time)

'The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.' The size of a qualification is determined by the TQT.

TQT is made up of the GL plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:
- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work
- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.