

SEG Awards Level 4 Certificate in Volunteer Management

Qualification Guidance

Level 4 Certificate – 603/4877/X



About Us

Skills and Education Group Awards 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 Online Registration System](#)

Sources of Additional Information

The Skills and Education Group Awards website www.skillsandeducationgroupawards.co.uk provides access to a wide variety of information.

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Specification Code, Date and Issue Number

The specification code is A9969-03 and C9969-04.

Version	Date	Details of change
1.0	01/11/19	New qualification guide
1.1	01/09/21	Updated review date and branding
1.2	July 2023	Op end and cert end dates added

This guide should be read in conjunction with the Indicative Content document **version 1.1** which is available on our secure website using the link above.

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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 Level 4 Certificate in Volunteer Management is a nationally recognised qualification. It provides 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

This qualification was originally developed by a working group, including training organisations, trainers and assessors and those who have managed volunteers, including 'Skills Third Sector' and 'Voluntary Action Sheffield'. They have been updated in 2019 to ensure that they remain fit for purpose within the sector.

Pre-requisites

The Level 4 Certificate is for those learners whose primary responsibility includes setting up, managing and developing programs 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.

There are no specific entry requirements to study for these qualifications, however the learner is required to already be working within a volunteering role.

Qualification Structure and Rules of Combination

Rules of Combination: Level 4 Certificate in Volunteer Management

Learners must achieve a minimum of 15 credits. 9 credits will come from completing the mandatory units and a further 6 credits from the optional units.

Unit	Unit Number	Level	Credit Value	GL
Mandatory Units				
Attracting and Recruiting Volunteers	J/617/7162	4	3	18
Organisations and Volunteering	D/505/0150	4	3	18
Supporting and Developing Volunteers	H/505/0151	4	3	18
Optional Units				
Analyse and Develop the Volunteer Role	M/505/0153	4	3	18

Develop a Volunteering Programme	L/617/7163	4	3	18
Promote Volunteering	F/505/0156	4	3	18
Understanding the Management Role	R/505/0159	4	6	36

Assessment

Internal assessment, internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Practice Assessment Material

Skills and Education Group Awards confirm that there is no practice assessment material for this qualification.

Teaching Strategies and Learning Activities

Progression Opportunities

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

Centres should be aware that Reasonable Adjustments which may be permitted for assessment may in some instances limit a learner's progression into the sector. Centres must therefore inform learners of any limits their learning difficulty may impose on future progression, if applicable.

Tutor/Assessor Requirements

Skills and Education Group Awards require those involved in the assessment process to be suitably experienced and/or qualified. In general terms, this usually means that the Assessor must be knowledgeable of the subject/occupational area to at least the level they are delivering/assessing at.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

Language

These specifications and associated assessment materials are in English only.

Qualification Summary

Qualification							
Level 4 Certificate in Volunteer Management – 603/4877/X							
Qualification Purpose	<ul style="list-style-type: none"> 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 						
Age Range	Pre 16		16-18		18+	✓	19+ ✓
Regulation	The above qualifications are regulated by Ofqual						
Assessment	<ul style="list-style-type: none"> Internal assessment Internal and external moderation 						
Type of Funding Available	See FaLA (Find a Learning Aim)						
Qualification/Unit Fee	See Skills and Education Group Awards web site for current fees and charges						
Grading	Pass To achieve a Pass, learners must complete all units as stated in the rule of combination (RoC)						
Operational Start Date	01/11/2019						
Review Date	30/06/2023						
Operational End Date	31/12/2023						
Certification End Date	31/12/2026						
Guided Learning (GL)	Level 4 Certificate: 90 hours						
Total Qualification Time (TQT)	Level 4 Certificate: 150 hours						
Skills and Education Group Awards Sector	Volunteer Management						
Ofqual SSA Sector	15.3 Business Management						
Support from Trade Associations/Stakeholder Support							
Administering Office	See Skills and Education Group Awards web site						

Unit Details

VML4U01 - Attracting and Recruiting Volunteers

Unit Reference	J/617/7162
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit will enable learners to differentiate between an employee and a volunteer. They will gain an understanding of the process of marketing, recruiting and inducting of volunteers.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.2) <i>The learner can</i>
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 Devise a plan to market and promote volunteering to a diverse community.
3. Understand how to select and recruit volunteers.	3.1 Explain how to assess individuals' attributes, skills and knowledge against a role description. 3.2 Evaluate the processes that can be used by an organisation to select and recruit volunteers.
4. Understand how to induct volunteers effectively.	4.1 Analyse good practice in a volunteer induction programme. 4.2 Evaluate an induction programme for a volunteer.

VML4U02 - Organisations and Volunteering

Unit Reference	D/505/0150
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit aims to help learners understand the benefits that volunteers can bring to an organisation and how they enable them to achieve their aims and objectives. Learners will also gain an understanding of current legislation and how it impacts on a volunteering organisation.
Learning Outcomes (1 to 3) <i>The learner will</i>	Assessment Criteria (1.1 to 3.3) <i>The learner can</i>
1. Understand the benefits of volunteering for an organisation, the community and volunteers.	<p>1.1 Explore the benefits of volunteering for volunteers.</p> <p>1.2 Analyse the benefits and contribution of volunteering for an organisation and for the wider community.</p> <p>1.3 Analyse how different volunteering roles contribute to achieving the aims and objectives of an organisation and are of value to the volunteer.</p> <p>1.4 Explain how to review the effectiveness of a volunteering programme.</p>
2. Understand the principles and values for volunteering.	<p>2.1 Analyse the key principles and values underpinning volunteering.</p> <p>2.2 Explain how to embed principles and values into an organisation's practice.</p>
3. Understand the organisational requirements for volunteering.	<p>3.1 Explain the impact of relevant legislation on volunteering.</p> <p>3.2 Evaluate the effectiveness of an organisation's policies and practices for volunteering.</p> <p>3.3 Analyse good practice in managing risk when involving volunteers.</p>

VML4U03 - Supporting and Developing Volunteers

Unit Reference	H/505/0151
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit will help learners to understand potential diverse development needs of volunteers and will develop their knowledge and understanding of how to support, motivate, develop and retain them.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.3) <i>The learner can</i>
1. Understand the diverse development needs of volunteers.	<p>1.1 Explain the role of training and development in a volunteering programme.</p> <p>1.2 Analyse the ways an organisation can meet the development needs of volunteers.</p> <p>1.3 Explain the value of gathering feedback from volunteers.</p>
2. Understand the need to support and motivate volunteers.	<p>2.1 Analyse the role of motivation in retaining volunteers.</p> <p>2.2 Analyse the support needs of volunteers.</p> <p>2.3 Explain how to assess the effectiveness of volunteer support structures in an organisation.</p>
3. Understand the role of supervision in developing volunteers.	<p>3.1 Evaluate the role and purpose of supervising volunteers, in relation to performance management.</p> <p>3.2 Explain good practice in using feedback to improve skills and effectiveness of volunteers.</p> <p>3.3 Analyse systems to evaluate volunteer contributions.</p>

<p>4. Understand how to lead a team.</p>	<ul style="list-style-type: none">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.
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VML4U04 - Analyse and Develop the Volunteer Role

Unit Reference	M/505/0153
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit will help the learner to understand the organisation in which they work and the potential roles of volunteers, taking into account risk management measures.
Learning Outcomes (1 to 3) <i>The learner will</i>	Assessment Criteria (1.1 to 3.3) <i>The learner can</i>
1. Understand the different roles of volunteers in the organisational setting.	<p>1.1 Analyse the role(s) of volunteers in the organisation.</p> <p>1.2 Analyse the extent to which gaps in provision could be supported through volunteer involvement.</p>
2. Be able to assess and manage risk for a particular volunteering context.	<p>2.1 Analyse the risks to the organisation, the volunteer, and other stakeholders.</p> <p>2.2 Review the effectiveness of the organisation's risk management measures.</p>
3. Be able to assess the potential for development of volunteers in a particular context.	<p>3.1 Analyse areas for development of the volunteer role.</p> <p>3.2 Evaluate the benefits and risks of developing the volunteering role.</p> <p>3.3 Plan the implementation and review of the volunteer role.</p>

VML4U05 - Develop a Volunteering Programme

Unit Reference	L/617/7163
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit will enable learners to apply the principles and values of the organisation to help with the development of a volunteering programme. The learner will be able to understand the organisations requirements and then put the structure and process in place that will enable sustainability and effective evaluation.
Learning Outcomes (1 to 3) <i>The learner will</i>	Assessment Criteria (1.1 to 3.2) <i>The learner can</i>
1. Be able to apply principles and values of volunteering to underpin a volunteering programme.	1.1 Identify, adapt and use the principles and values of volunteering 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 an organisation's requirements for a volunteer programme to support achieving its aims and objectives. 2.2 Develop or adapt organisational policies and procedures to support a volunteering programme, in line with current legal and regulatory constraints. 2.3 Define appropriate volunteer roles, in line with the organisation's aims and objectives. 2.4 Review the management and governance structures required to support a volunteer programme.
3. Be able to evaluate the impact of a volunteer programme.	3.1 Implement a plan for a sustainable volunteer programme. 3.2 Explain how to monitor and evaluate the effectiveness of a volunteer programme.

VML4U06 - Promote Volunteering

Unit Reference	F/505/0156
Level	4
Credit Value	3
Guided Learning	18 hours
Unit Summary	This unit will enable learners to develop skills needed to promote volunteering to a diverse audience and then to evaluate its effectiveness.
Learning Outcomes (1 to 5) <i>The learner will</i>	Assessment Criteria (1.1 to 5.3) <i>The learner can</i>
1. Be able to develop a plan to promote volunteering.	1.1 Devise a plan to promote volunteering to stakeholders and potential volunteers.
2. Be able to promote volunteering in an organisation.	2.1 Analyse opportunities for volunteering in an organisation. 2.2 Use communication strategies to promote volunteering in an organisation.
3. Be able to promote volunteering to a diverse community.	3.1 Implement activities to promote volunteering to a diverse community.
4. Be able to promote volunteering to individuals.	4.1 Analyse the benefits of, and barriers to, volunteering for individuals 4.2 Implement activities to promote volunteering to individuals.
5. Be able to evaluate activities that promote volunteering.	5.1 Evaluate 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.

VML4U07 - Understanding the Management Role

Unit Reference	R/505/0159
Level	4
Credit Value	6
Guided Learning	36 hours
Unit Summary	This unit will provide learners with an understanding of an organisations structure and purpose. Learners will be able to analyse the role of the management and how to promote effective communication and inclusivity.
Learning Outcomes (1 to 5) <i>The learner will</i>	Assessment Criteria (1.1 to 5.3) <i>The learner can</i>
1. Understand the organisation's purpose, structure and stakeholders.	<p>1.1 Summarise the organisation's purpose and stakeholders.</p> <p>1.2 Explain the organisational structure, staffing and management functions.</p>
2. Understand the responsibilities of managers in enabling the organisation to achieve its aims.	<p>2.1 Analyse the role of managers in enabling the organisation to achieve its aims.</p> <p>2.2 Explain the role of managers in developing effective team working.</p>
3. Understand how communication and interpersonal relationships affect managerial performance.	<p>3.1 Analyse how interpersonal relationships and communication skills affect managerial performance.</p> <p>3.2 Devise strategies to overcome barriers to communication and the development of interpersonal relationships.</p>
4. Understand the role of partnership working.	<p>4.1 Evaluate inclusive approaches to partnership working.</p> <p>4.2 Evaluate ways to develop communication between partners.</p> <p>4.3 Summarise ways to overcome tensions and conflicts in partnership working.</p>

<p>5. Be able to plan personal and professional development opportunities.</p>	<p>5.1 Analyse how managerial abilities are linked to own knowledge, skills and behaviours.</p> <p>5.2 Review areas of personal and professional development to improve the managerial role.</p> <p>5.3 Implement a plan for future personal and professional development.</p>
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Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

Skills and Education Group Awards 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 Skills and Education Group Awards 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 Skills and Education Group Awards 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 Skills and Education Group Awards.

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 – Skills and Education Group Awards 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:
 - Original certificates OR
 - 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.

Skills and Education Group Awards encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. 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.

Skills and Education Group Awards' policies and procedures are available on the Certa Awards web site.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)

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 qualification level and not unit/component 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 formative assessment
- The learner is being observed as part of a formative assessment.

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 Guided Learning (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.