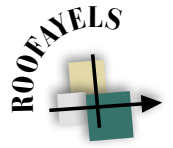


**MODERN CLUB  
MANAGEMENT**



# Volunteer Training

## – Manual

# 3

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## SECTION 3 - VOLUNTEER TRAINING

### Introduction Volunteer Training

The information provided in this section is the 4<sup>th</sup> step in the *modern volunteer management process*. This section should not be read in isolation; it is designed to be read in conjunction with SECTION 2 Step 1-Recruitment, Step 2- Selection and Step 3-Placement.

The fourth step in committee and volunteer management is to ensure all volunteers receive the necessary training to enable them to effectively perform their role. This may include training to induct and orientate them to the organisation, training about the facility they'll be working in, or training specific to their particular role. It is highly recommended that training in volunteer management, risk management and client service occur with all volunteers.

### Induction and Orientation Training

The purpose of induction and orientation training is to make sure each individual has a clear understanding of your organisation. Information should include details of its history, traditions, why and how it operates today, as well as its structure, interaction/communication and reporting lines. Training should include details of the organisation's values and philosophy, mission/vision/goals and policies and procedures. It should outline who is in each position and identify parties of significance outside the organisation (eg sponsors). The training should provide an insight into your organisation's culture and encourage volunteers to share a sense of ownership and commitment to the organisation.

#### Quick Tip - Volunteer Training

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Make sure all your volunteers have attended a short, sharp induction and orientation to your organisation annually or at the beginning of each season so they understand the big picture, how they fit in, and the value of their contribution, regardless of their position in the organisation.

**CONTACT US** for information on free training courses specifically for community organisations

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### Facility Training

The purpose of facility training is to make sure each individual is aware of the physical structure and layout of the facility. This training should familiarise volunteers with operational requirements such as opening and lock up procedures (including setting and disarming alarms) for individuals with keys/access rights, as well as fire and emergency evacuation procedures, workplace health and safety requirements and any other legislative requirements relating to the facility.

#### Quick Tip- Understanding Club Operations

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Your volunteers must know their way around the facility and be familiar with the policies and procedures relevant to facility operations in order to maintain safety and appropriate risk management practices.

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## Job Training

The **purpose of job training** is to ensure that **volunteers are equipped** with the **knowledge and skills** to successfully perform the tasks required of their particular position. Depending on the position and the person involved, training can range from informal discussion to a tertiary course. There is a multitude of training organisations providing a broad variety of training courses to cover all requirements.

The key steps to effective job training include:

- Identifying the training needs of individuals for their particular position,
- Identifying training options most suited to meet the training and individual's needs
- Establishing a training plan including realistic time frames
- Identifying the resources required

Then DOING IT!

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### Quick Tip - Training Processes Available

Training can be formal or informal. Identify the training each volunteer needs, establish a training plan with realistic timeframes and provide the necessary resources, support and evaluation to ensure SUCCESS.

[Contact your Local Government](#) for a list of courses available for your volunteer and staff

[See Hot Tips Training](#) for what Volunteer Training DVD's are available

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## Succession Planning

Who will take over from those volunteers currently holding positions?

Sound succession planning is important to ensure your organisation is not caught out with vacant positions or people taking on roles they are not suited to. This involves planning for the future. Organisations often utilise **assistant roles** to achieve succession. On a broad scale, ongoing recruitment is the key to effective succession planning. Timely and appropriate marketing and accurate communication about positions is required. In addition, preparing future candidates through training, education and appropriate experiences ensures your volunteers are prepared for their future position and responsibilities.

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### Quick Tip - Increasing Volunteers Knowledge

If you start training people now, it will have a two fold effect:

1. You will be training people for the future; and
2. Your existing volunteers will not burn out as quickly if they have assistance.

Increasing a volunteers knowledge improves the opportunity for success

**See section 2 "What needs to change"** for further information on how to support succession planning.

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## Risk Management Education

“Risk” is the chance of something happening that will have a negative impact upon the organisation’s values and/or objectives. Risk management is the process of managing the organisation’s potential exposure to liabilities by avoiding and preventing their occurrence and/or reducing or transferring risk/s.

Ongoing training should be provided for all paid and voluntary personnel who have a legal obligation (committee/board members) to the organisation, and for all providers of the organisation’s products, services and activities.

This training must cover all aspects of risk (education, audit training, risk identification, and risk removal and reduction). Good risk management practises will improve the organisation’s ability to achieve outcomes, protect assets, reduce the risk of undesirable and costly litigation, and improve the viability of the organisation.

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## HOT TIPS- “VOLUNTEER TRAINING”

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### **TRAINING**

To make your tasks easy [CONTACT US](#) to access “Training” CD ROM 3 containing documents designed to help organisations better manage the training needs. The documents and material available include

Section 3 Volunteer Training Manual

 **POLICES & PROCEDURES**

3.4 Training Policy & Procedure Document

 **TRAINING MATERIAL**

01 General Induction Training

02 Facility Induction training

03 Job Technical Volunteer Induction Training

04 Job General Volunteer Induction Training

05 Club Volunteer Induction Policy & procedure document

Risk training is essential for all paid and volunteer staff to protect individuals, the organisation and the community.

[CONTACT US](#) to access for information on funding opportunities that may supports training

[CONTACT US](#) to access for information on what training courses are currently available

[CONTACT US](#) to access Committee Induction Training DVD’s and look out for General Volunteer Training DVD (late 2008)

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