

## Introduction

As a learning organisation, Outreach Angels recognises that its volunteers, with their commitment, skills and abilities are the most valuable resource of the organisation. Outreach Angels is keen to help volunteers develop and to bridge through training any gaps in knowledge and skill that are required to assist the organisation to achieve its objectives.

Training should be of value both to the organisation and the individual volunteer. It should be work-orientated and have a discernible benefit for both in the foreseeable future: for example, it may be concerned with the development of specific skills or gaining information directly related to the job. It may also be concerned with the development of individual confidence, interpersonal skills and background understanding relevant to the tasks of a voluntary agency such as Outreach Angels

## Assessing training need

Volunteers should discuss their training needs with management and agree what training is appropriate. The discussion of training requirements should form part of volunteer meetings & any updates as necessary. As part of these discussions staff and managers should consider the requirements of Outreach Angels strategic plan. The approval of management should be sought.

As a result of these volunteer meetings and the requirements of the organisations objectives, a Training Plan will be produced. This Training Plan will be the basis for producing the training budget.

Where course fees are particularly expensive or attendance on the course involves a heavy commitment of time, factors which will be taken into account in deciding whether to give or withhold approval are the financial situation, the work load which would require to be covered and whether the course in question is essential to the work of the staff member and the needs of the organisation.

Special consideration will be given within the context the organisations Diversity and Equal Opportunities Policy to staff that requires the development of particular skills to allow them to undertake their work effectively. A record will be kept of training undertaken by individual volunteers. All volunteers should have access to the training and development required of them to fulfil their roles.

## Conferences

Attendances at conferences may be a normal and essential part of an individual's work, but at times it may also be more properly considered as a development experience for the individual concerned. Either way, attendance at conferences should be discussed with management and the approval sought.

## Reviewing the policy

The policy will be reviewed on an annual basis within a timetable which is complementary to the development of Outreach Angels annual work plan.