



## ILM Level 3 Certificate in the Management of Volunteers

Open programme starts January 2013 in Central London

If your job is to manage volunteers, then the ILM Level 3 Certificate in Management of Volunteers could be the perfect qualification for you. The course will be relevant whether you manage volunteers either as all or part of your role.

This accredited programme is based on current best practice in volunteer management. Be one of the first people in the UK to achieve this new qualification.

Enjoy six lively full day workshops learning practical skills and knowledge with a group of like minded managers and co-ordinators of volunteers. Workshops are held at monthly intervals in central London.

You will also benefit from a one to one coaching session focusing on your professional development goals, plus guided home study and individual tutorial support. You need to successfully complete a minimum of three assessed assignments to achieve your qualification.

You will emerge with a toolkit of practical skills and management techniques, as well as a qualification which will help you progress in your career

Workshops are participative, involving a variety of group work and activities to help you learn from each other as well as from your course tutors. Felicity Dwyer and Maggie Piazza bring considerable experience in providing volunteer management training that is genuinely valued by participants. Please visit our website for testimonials.

## Programme Content

The six day programme will build skills and knowledge to help you:

- Manage your own learning and development
- Encourage the development of your volunteers
- Recruit, select and induct volunteers
- Provide appropriate and effective supervision and support to volunteers
- Motivate your volunteers
- Coach and train volunteers
- Help others in your organisation to value and support volunteers
- Evaluate volunteer activities and celebrate achievements
- Give and receive positive and constructive feedback
- Develop and review volunteer policies and agreements
- Work within a legal framework for managing volunteers
- Plan and organise the work of your volunteers
- Delegate effectively
- Monitor and evaluate your volunteer programmes
- Deal productively with conflict and address problems affecting volunteers

## Venue

Modern central venue. Wheelchair accessible. Five minutes' walk from Euston and King's Cross station. Morning and afternoon refreshments included, cafe on site for lunch, plus numerous local cafes nearby.

## Investment

Your investment in this management training is £1250 for the open programme.

## This includes:

- Six full day workshops
- One to one coaching session focused on your own professional development
- Telephone induction session
- Guided learning between workshops
- Tutorial guidance and support for assessed work
- ILM registration, assessment and certification
- Free studying membership of the ILM
- All materials

This programme is also available on an in-house basis; this is a cost-effective option if you have a number of managers to train within an organisation.

## Next Open Course Dates

**Day 1** Thursday 10 January 2013

**Day 2** Tuesday 5 February 2013

**Day 3** Thursday 7 March 2013

**Day 4** Tuesday 2 April 2013

**Day 5** Thursday 2 May 2013

**Day 6** Thursday 6 June 2013

## Booking form: Certificate in the Management of Volunteers

January 2013 entry

Name .....

Job title .....

Organisation .....

Address .....

.....

Telephone .....

Email .....

Name and Address for Invoice (if different from above) .....

.....

I understand that the full course fee must be paid before the course starts

Signed .....

What would you like to achieve from taking part in this programme?

Do you have any special access needs? (We make all reasonable adjustments to ensure that our courses are accessible to all)

NOTE: If you prefer to apply by email, please call or email us for a Word version of the form. Booking forms may be returned by post or email to:

Stepping Up Training  
53 Estridge Way  
Tonbridge  
Kent TN10 4JT

Email: [training@steppinguptraining.co.uk](mailto:training@steppinguptraining.co.uk)

Tel: 01732 364 574 or 01962 736 019

Please note that invoices will be made out in the name of **Maggie Piazza or Felicity Dwyer\***.

**ILM Centre Number: 067350**

\*Maggie Piazza and Felicity Dwyer each operate as a sole proprietor. Stepping Up Training is a collaboration between two independent professionals and in no way constitutes a legal partnership.