



Norfolk Volunteer Passport

Q&A for Volunteers

1. What is a Volunteer Passport?

A Volunteer Passport is a programme of training and support that helps volunteers develop knowledge and skills to help them in their volunteering roles and to move more easily between volunteering placements.

2. Who is it aimed at?

The Volunteer Passport is suitable both for people new to volunteering and for experienced volunteers.

3. What does it involve?

The Volunteer Passport training is made up of 6 weekly sessions, an introductory session and five core training modules, which equip volunteers with the basic knowledge needed for most volunteering roles:

- Introduction to Volunteering
- Equality, Diversity and Inclusion
- Health and Safety
- Safeguarding Adults and Children
- Person-centred working

You will also receive help with getting references, finding a volunteer role, keeping a record of your training and volunteering activity and an ID badge to show you are part of the Volunteer Passport scheme.

4. Why do I need a Volunteer Passport?

You do not need to have a Volunteer Passport to become a volunteer, but the passport will help you move more easily between roles and in some cases, start volunteering more quickly. Most charities and voluntary organisations already require volunteers to carry out some sort of introductory training, particularly for roles which involve working with people. A Volunteer Passport will show organisations what training you have already completed, which will help them to plan your introduction and training in a new role.

5. Are there any other benefits?

- Taking part in the training will give you a good understanding of what is involved in volunteering so you can volunteer with confidence.
- If you are looking to volunteer as a stepping stone towards finding a job, it will give you skills and knowledge which are valued by employers.
- Because you will be doing the training with other volunteers, you will have the chance to meet other people, share experiences and get support from each other.
- You will be able to access support to find a volunteer role that suits you.

6. How will the training be delivered?

The training will be delivered by the Norfolk County Council Adult Learning service. Currently we are only offering the training online, but we hope to offer some sessions in the classroom in the future. To join an online class, you will need to be reasonably confident with using a computer and the internet, but there will be an introduction to using Zoom at the start of the training programme.

Each session will last for 2½ hours and will include presentations, exercises, discussions and case studies to help you to make sure you have understood the content. You will be asked to do a small amount of thinking, reading or researching some of the topics between the sessions – the tutor will make it clear what you need to do and how long you need to spend on it.

7. When is the training?

You can find the dates of the next training programmes on the Voluntary Norfolk website [Norfolk Volunteer Passport | Voluntary Norfolk](#), or email volunteercentre@voluntarynorfolk.org.uk

8. What support will I receive?

Voluntary Norfolk will offer you support while you are completing the Volunteer Passport training modules. We will set up regular online group support sessions for participants and you will be able to contact a member of staff from the Volunteer Centre if you have any questions or problems as you go through the training. Once you have completed your training we can help you find a volunteering role that matches your skills, interests, availability and location.

9. How much does it cost

All the training will be completely free.

10. More information

If you would like to apply to take part in the Volunteer Passport training, or have any questions, please contact Helen Dingle on volunteercentre@voluntarynorfolk.org.uk