



Norfolk Volunteer Passport Q&A for Organisations

What is a Volunteer Passport?

A Volunteer Passport is a free programme of training and support that helps volunteers develop knowledge and skills, giving them the confidence to volunteer and/or allow them to move more easily between volunteering placements.

As well as giving individuals the confidence to volunteer, we hope to build a pool of volunteers who will be available to help with short term roles. Alleviating organisations from some of the paperwork involved in finding volunteers who may not be needed regularly, for example helping at a one-off event or filling a temporary volunteer shortage.

Who is the Volunteer Passport aimed at?

It is suitable both for people new to volunteering and for experienced volunteers.

Because the training courses are run by Norfolk County Council's Adult Education team, those taking part must be aged 19+ as they can only fund courses for people who are no longer able to access full time education. They must also be a Norfolk resident.

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

Once the training has been completed, participants will receive a certificate from Adult Learning. They will then be offered help from Voluntary Norfolk with getting references, finding a volunteer role, recording their training and volunteering activity and will be given an ID badge.



Participants are informed that they may need to undertake an interview and additional training depending on where they end up helping.

What benefit will this be to our current volunteers?

- Giving your volunteers access to a 6-week training session is a great way to upskill your volunteers. It makes them feel valued and encourages long term support.
- Because they will be doing the training with other volunteers, they will have the chance to meet other people, share experiences and get support from each other.
- If you have somebody who is interested in volunteering but do not have a suitable role or they are apprehensive, the scheme is great to signpost them to.
- It could be the perfect way to keep your current volunteers engaged in volunteering throughout the year, we know it can be difficult to retain volunteers if you only need them on an occasional basis.

If we accept Norfolk Volunteer Passport holders what checks will have been completed?

- All participants will have completed the Adult Learning 6-week training course and received their certificate.
- Voluntary Norfolk will have obtained two references.
- Once the training and references have been obtained, they will receive an ID badge as proof of being a passport holder.
- Unfortunately, we will not be able to provide a DBS check as these have to be specific to each organisation and are dependent on whether that volunteer undertakes a role that will need a check.

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.

Each session will last for 2½ hours and will include presentations, exercises, discussions and case studies to help volunteers make sure they have understood the content. They 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 they need to do and how long they need to spend on it.



When is the training?

Training courses run regularly during term time, 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

What support will volunteers receive?

Adult Education are committed to supporting all learners. During enrolment they will ask the participant if they have any additional needs or concerns so that the training is accessible for all.

Voluntary Norfolk will also offer support to those completing the Volunteer Passport. Participants will be able to contact a member of staff from the Volunteer Centre with any questions or problems as they go through the training. Once they have completed the training, we can help them find a volunteering role that matches their skills, interests, availability and location.

How much does it cost?

All the training and support to become a passport holder will be free.

How can we get involved?

If you would like to refer any volunteers to the scheme or enquire about becoming an organisation that accepts Norfolk Passport volunteers, please contact Helen Dingle on volunteercentre@voluntarynorfolk.org.uk