

European e-Learning Volunteer Management Programme

Volunteer Management in the Red Cross

A programme developed in the Red Cross Section of the Open University of Catalonia (UOC) Virtual Campus.

Aims

On completion of this virtual training course the participants will have developed the skills and strategies and gained the knowledge and competences listed below for the further development of their work in the management and follow-up of the volunteering activities in their role.

Objectives

By the end of this virtual programme participants will be able to

- > list the main phases and procedures for the management of volunteers.
- > describe the skills needed to manage and coordinate the activities of volunteers new to the Red Cross.
- > understand the processes and the importance of the management of volunteers
- > consider strategies to make sure that an understanding of the work of the Red Cross is included into the individuals volunteering activities.
- > recognise the importance of establishing quality criteria in the management of volunteers
- > work in, a virtual way, on a series of case studies covering the work of volunteers and identify the most effective ways of dealing with these situations.

Contents

Module 0: Process management

Module 1: Catalogue definition

Module 2: Recruitment

Module 3: Welcome and orientation

Module 4: Red Cross / Red Crescent Induction, Membership and Commitment to the Voluntary Activity

Module 5: Training for action

Module 6: Participation

Module 7: Departure

Requirements of who should attend

Volunteer managers of European Red Cross / Red Crescent National Societies.

- > **Age:** 18 years old and above
- > **Previous training:** it is recommended that each participant has a good understanding of their National Society.
- > **Motivation:** individuals need to be highly motivated to take part in this e-learning programme.
- > **Computer:** Pentium III, 128 Mb Ram, MODEM 56kb.
- > **Language:** The programme will be delivered entirely in English. Participants interested in applying for this programme should have a good command of the English language.

Training Model

- > e-learning initiative is offered through the Internet in the Red Cross section of the UOC's Virtual Campus.
- > To take part in this training course, the student must have access to a computer with an internet connection.
- > More information about the UOC and the UOC's virtual Campus is on:
www.uoc.edu/web/eng/index.html

Duration and Study Time

The programme lasts 3 months (from 12th of September 2011 to 18th of December 2011) and participants have to choose their own timetable dependent on their availability. It is important that each participant accesses the training course, on the Virtual Campus, on at least 2 or 3 occasions every week.

Participants should set aside at least 5 hours per week for their studies. It is important that each participant gives this time to their learning.

Scope of the training course

European Red Cross / Red Crescent National Societies.

Expenses

- > The costs of this pilot training course will be 50 EUR. Reference Centre on Volunteering will send information to the selected students with the account number to transfer this money.
- > The expenses of connection through the Internet to the training course will be met by each student.