

# Volunteer training and Personal development

We are working towards creating a more flexible volunteering offer to welcome and cater for all, regardless of the amount of time they have available. Therefore, we need training that can be delivered in more agile ways to reflect and help support our new approach.

Quality assurance and the safety of our sessions is something we pride ourselves on. Finding ways of empowering volunteers with knowledge earlier in their volunteer journey will help raise the bar even further.



The Wheels for All training course was very useful to hear about the various disabilities/capabilities of the participants we would potentially be supporting at sessions & I have found this useful in my time volunteering. The safety aspect was also very informative as it made me think more about how I needed to be aware of the environment, riders clothing and that the cycles are safe to use.

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## OUR VOLUNTEER TRAINING AND PERSONAL DEVELOPMENT OBJECTIVES

- Ensure all our volunteers are trained to carry out their role safely and to a high standard
- Ensure currency of our volunteers skills
- Reduce the period of time between volunteer becoming active and a training opportunity

## Accessible and flexible training

- Create an induction resources to inform how to operate safely before receiving formal training
- Deliver the theory element of the Wheels for All training course online
- Empower coordinators to deliver the face-to-face Wheels for All training course
- Update our training to reflect new policies/procedures/ways of working
- Create a suite of training modules



## Conduct training audit

- Create a training matrix outlining all available training areas showing those essential for volunteers and those that can be accessed as optional learning
- Highlight external training that can be signposted to compliment our offer



## Formalise process for quality assurance

- Better tracking of volunteer screening, training and qualifications
- Develop a Logbook of experience post training
- Back to volunteering assessment after extended periods of inactivity
- Refresher resources available during our hub's winter closure period
- Ensure coordinators are aware of managing volunteers best practice

## Empower personal development

- Community of practice webinars where volunteers can access optional training on wider relevant topics
- Supporting resource to webinars with extra information and signposting to relevant external training
- Peer to peer support network
  - List of volunteers with a particular skill set that they can offer support in

