

ESSENTIALS OF
VOLUNTEER MANAGEMENT
COURSE
INFORMATION

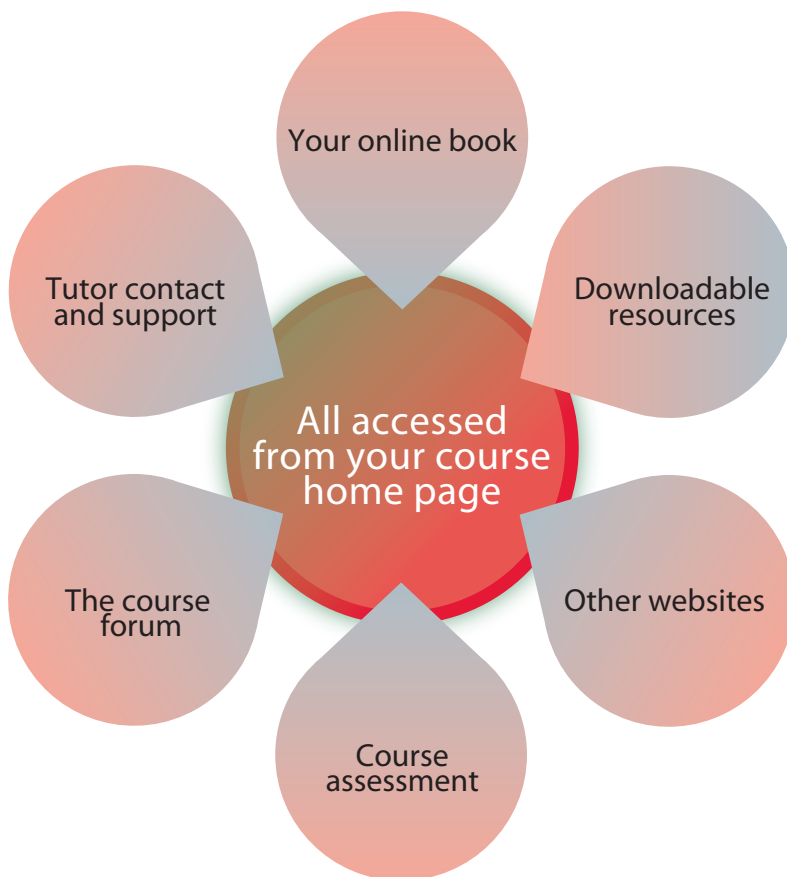


STUDY GUIDE

Important information about the course components



Course overview — the parts of your course



The course is divided into several components you need to undertake so you can gain all the information you need to be able to meet the completion standard. Let's have a look at each of those components.

1

The online course book

The book is where the bulk of your information is situated. It is divided into chapters, the chapters follow the volunteer management path from defining your role and responsibilities through to letting volunteers go at the end of their assignment.

You can read the chapters in any order, at your own speed, but you might need to read ahead or come back to review information in more depth when you have an assignment about specific chapters.

We want you to read more widely so we have referenced other sources of information.

Links within the book chapters will take you off to other chosen websites that have information relevant to the topic in that chapter. Follow these links, find the information and read it through or watch any videos as it will add to your overall depth of understanding.

We recommend you bookmark the websites we refer you to so you can come back to that site after the course.

Some books are recommended that are worth you finding, reading and, if you can, keeping as a reference. Start by finding out if someone at your workplace has a copy, a library may have a copy you can borrow if you cannot get it elsewhere.

2

Asking questions of your tutor



The information in the course should set you thinking about your own situation, and there may be aspects of that you wish to ask advice about.

Your tutor is there for that very purpose; you can email them directly and confidentially, and receive advice from a very experienced volunteer manager. Don't hesitate.

3

Researching, joining in and learning from the others in the course

Research or professional reflection assignments are set at regular intervals. You will use the course forum to report back your assignment findings to the tutor and the other course members. The course tutor may also add in extra information for you when they read your contribution to the forum.

The assignments are designed to expand your knowledge and understanding of key concepts, and allow you an opportunity to learn from other course members who will share their information with you in the online course forum.

The assignments are a full part of the course and are compulsory if you wish to gain your course completion certificate, which shows you have met the required standard and have successfully undertaken all that is required of you.

4

Proving you have the knowledge — completing the assessment

There is also an assessment you will need to pass if you wish to achieve your course completion certificate.

The assessment is online and you answer questions that test your memory and understanding of the key course information.

The assessment pass percentage is high however, you can have three attempts at the assessment so, if you don't pass first time, you can research the answers to those you got wrong and have another attempt at the full assessment.





MANAGE YOUR WAY
THROUGH THE COURSE



Study effectively

We want you to be effective; to meet the course standard and, as part of that, gain and remember knowledge that you can use in the future. You can improve your understandings by working in an efficient way. The process below is our recommendation to you.

1

Action

Find your way around at course start up

When your course starts your password will allow you access to the course page. Go to the website you enrolled at to login to your course: <http://volunteer.xperts.co.nz/>. Look for the login button on that web page. We suggest you begin by getting an understanding of the big picture and where everything is situated within the course website. Make yourself at home here and get familiar with how to navigate your way around.

Your login takes you to your course home page. Everything leads off this page, so this will be your starting point each time you come back. Have a look at all the parts to the page, notice how it is organised.

Read what your tutor has to say to you, and then follow the links on that home page to see what's behind each. You don't need to stay long on most, have a quick look and move on at this stage.

One link on the page will take you to your course book. Follow that link and just skim through all the notes — find out what the chapter headings are, how the content is organised and how you move between sections. If you are new to online learning, don't worry - you can't break anything.

Note: Do take a little more time reading the forum instructions so you are ready to take part in that from the first week.

If you do come across any problems with navigation, or pages not loading whilst looking around, go to our technical support link as a first stop, then if you cannot find an answer to your particular issue, email Xperts technical support team for some personal help. You can find those two links on the course home page.

You will receive a welcome email from your tutor. Reply to that as soon as you can and introduce yourself. It's good to establish this relationship early on so the tutor knows you and can better support you with any requests you may have of them during the course.

The screenshot shows the course home page with a navigation menu: Welcome from VNZ, Meet your tutor, Task Talk, Course reading, and Knowledge Check test. The main content includes a 'Welcome' message from the tutor, Sue Nire, and a 'Task Talk' section with instructions on how to participate. There is also a 'Course reading' section and a 'DOCUMENTS AND OTHER FILES' section with links to 'Assessing your training needs' and 'Study Notes'.

You will receive a welcome email from us containing your login details. Please keep this safe.

2

Action

Get underway with your reading

Now go back to the course book. Read carefully the table of contents so you can see how the content all fits together and then work your way into the first chapter 'Volunteer Management: the role and responsibilities'.

Follow any links to other websites as you come to them and read what those web pages have to say. It's also a good chance to have a thorough look around those websites if they take your special interest.

To the side of each chapter are short sentences to reinforce for you the key points in what you are reading.

It doesn't matter if you finish all the book reading in one long session (though we definitely do not recommend that, it's a lot of information to take in and actually remember at one time). It is better to work your way through in progressive stages.

You may in places come across information that you already know. That is good, as it reinforces that you have current knowledge.

If there are any areas that are not covered for you, or aspects you want extra clarification on, just contact your tutor — they are expecting to hear from you.

You will apply the information you read in your assignments and assessment.



3

Action

Remember more information — the Study Notes

We've already made up your Study Notes for you. Most people struggle to remember all the detail so we have written key words and important phrases that you can use to help you recall the information in each section. You will see those words and phrases in the margin of your course book.

We have sent you a printed copy of the notes as part of your course pack and you can download them as a PDF from your course home page (look under Downloads). They then become an easy-to-use reference if you want to refresh your memory at any stage.

4

Action

Discuss the course information with others in your workplace

Talking ideas through with others is a very valuable way of learning. Ask others, check how someone would go about a task, find other related resources within your organisation, find out the reasons things are currently done the way they are, identify other people who may be able to help you.

5

Action

Get onto the assignments

Your tutor will load up into the forum a new assignment task for **each week of the course**. This normally happens at the end of the working week so you need to check the forum on the weekend or early in your working week.

You have seven days in which to complete that task and contribute to the related forum, as your next assignment will arrive at the same time the following week.

Don't put off completing the assignments and forum contribution. They each require differing amounts of time from you, but once you get behind it makes for more effort by you to catch up.



Note: We do not grade (mark) your assignment forum contributions. By completing those assignments you are considering the topics within your own situation and learning for yourself. The thinking you need to do to make a contribution is the point of the assignment. Thus we know that you have put some effort into developing an answer for the forum, and you have been exposed to the thinking of other course members, whose forum contributions you can read.

Your tutor keeps a record of the course members who contribute to each forum.

Note: To successfully complete the course you need to contribute in the forum to all assignments **and** successfully pass the Knowledge Check test.

6

Action

Pass the Knowledge Check test

The test is open to you from the start of the course. Some people attempt that straight away, do not pass and then go back to learn more about the areas they did not know. Others like to leave the test until they have worked through the course content, which in our view is better as there is a limit to the number of times you can attempt the quiz.

If you pass the test first time, well done, you have good current knowledge. We look forward to you sharing that in the forum so others can learn from you.

Promptly get support for any problems you might have

7

Action

Technical help


For technology help such as web pages not loading, documents not downloading, go to our technical support link as a first stop. Then, if you cannot find an answer to your particular issue, email Xperts technical support for some personal help. You will find those two links on your course home page.

Support to better understand the content or complete your assignments

Email your tutor directly. There is a link on the course home page.

Support for your own professional situation

To receive support for your own needs, email your tutor at any time. Please respect the confidentiality of your workplace and others. Your tutor should have replied to your email within two working days.



FREQUENTLY ASKED
TECHNOLOGY QUESTIONS



Technical questions and answers

These are the questions we have received from others in the past and our answer to them. If your query is not below, or you have tried the recommended solution and it does not work for you, email us at support@xperts.co.nz

Q

I am not getting emails from Xperts

A**Step 1. Check your email Trash/Junk Mail**

Often your computer, or your organisation's network, will not recognise the sender (Xperts), and as a result the email addressed to you goes into the Junk/Trash folder. Check in there first.

If the emails are in that folder you need to add Xperts to your safe sender list or contact your organisations technology team to tell them that you need to receive email from Xperts.

Step 2. Contact us (admin@xperts.co.nz or **04 902 0160**) and ask us to double check the email address you entered at enrolment. Occasionally people leave an extra space or miss a letter out when entering their email address. We can correct that easily.

Q

My login isn't working

A

Your login only works during the actual course dates. It will not work outside those. If you have lost your login and need a replacement email

admin@xperts.co.nz

Q

I can't open the course book

A

The course book is a pdf (portable document format). To open that you will need Adobe Acrobat Reader. It is free software, it is safe and widely used and is available for you to download from this website:

<http://get.adobe.com/reader/otherversions/>

Choose the version that is for your computer operating system and download the software. Follow the installation instructions that come with Reader, and then go back and open the course book.

Q**The assessment is slower to load up for me****A**

It will be slower — what is happening in the background is that all the personal information that you entered at enrolment is being brought forward so we can automatically track how you get on with the assessment. Once that information has all loaded up everything should work fine for you.

Q**A web link does not work****A**

Sometimes websites delete or move web pages. We check the pages are available before a course starts up, but if you do find a link not working try to locate the page by going to the overall website that the webpage belonged to and searching using key words.

If you still cannot find the page please send us an email so your tutor can update everyone on the situation.

Q**I downloaded a file and can't find it****A**

Go back to the course site and find the exact name of the document you downloaded. Now look on your computer for that name — move out of your web browser and go to your computer desktop and Windows operating system: Search (Keyboard shortcut Control + F), Mac operating system: Spotlight (Keyboard shortcut Apple + F). When you find the file name open it and this time save it to a location that you choose.

Q**Videos are slow to load and play****A**

That is caused by either the video website's ability to send you the file, or your computers ability to receive and play the file.

Often if a website is very busy a file will be sent to you slowly. Likewise if your contract with your internet service provider gives you a limited bandwidth your file download will be slow.

Another reason may be that your computer does not have the internal processing capacity for quickly downloading information.

If this is happening to you our suggestion is to bookmark the website you were at and try back at another time, or refresh the link and leave that download going and carry on with other tasks, checking back on progress at intervals.

Q**I have gone to a webpage and not all the page information has downloaded****A**

We suggest you refresh your web browser. Web browsers are software applications that locate and display web pages. Examples of browsers are Internet Explorer, Safari, Firefox.

Sometimes your computer may not download all of a webpage from a site because of factors outside your (and our) control — there may be missing images, icons, or the downloading is just not completing.

If that happens refresh your browser, which means the browser then goes back to the website you are at and re-downloads the page afresh. To do that follow the instructions below:

- ▶ Windows operating system: Press Control + F5 [it's above the number 6 on your keyboard]
- ▶ Mac operating system: Press + Apple R

Alternatively

- ▶ If you're using Internet Explorer click the green button next to the address bar.
- ▶ If you're using Safari, press the arrow going clock wise, next to the address bar and plus sign.

Q**PDF won't display in Firefox on a Mac****A**

Adobe does not yet maintain a plugin for viewing PDF files within Firefox for computers with Mac OS X. To view PDFs in Firefox:

- ▶ If you have a Mac with a PowerPC processor, the Schubertlit PDF Browser Plugin can be used to view PDF files in Firefox.
- ▶ If you have a Mac with an Intel processor, the Firefox PDF Plugin extension can be used to view PDF files in Firefox.

Q**The Show/Hide function on the course home page is not working****A**

You will need to turn on Javascript in your browser. Javascript is widely used as part of a web browser in order to provide enhanced user interfaces and dynamic websites. To find out how to turn on Javascript go to this webpage: 'Where To Enable Or Disable JavaScript' (the site is Mr Eds Computer Help Forum — <http://mistered.us/tips/javascript/browsers.shtml>) and follow the instructions for the web browser you are using.



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