

COURSE MANAGEMENT SYSTEM



ESSENTIALS OF VOLUNTEER MANAGEMENT COURSE SUMMARY



COURSE MANAGERS

<http://volunteer.xperts.co.nz/>

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The course introduces a framework of knowledge for new managers of volunteers, or those who have had no previous training in the role.

It covers:

- **What motivates volunteers.**
- **The role of a manager of volunteers.**
- **Legislation.**
- **Paperwork and systems.**
- **How to recruit, select, orientate and train volunteers.**
- **An insight into team dynamics and personality types.**
- **Good ideas about ways to reward volunteers.**
- **How to deal with volunteer performance management issues.**
- **Retail volunteers.**

The course is:

- ▶ Based on groups of participants at a time.
- ▶ Fully online and readily accessible.
- ▶ 6 weeks overall—up to a couple of hours per week are needed.
- ▶ Personally tutored by an experienced manager of volunteers.
- ▶ Made up of reading, thinking and responding to weekly assignment tasks, and being part of a course community made up of other managers of volunteers.



Course materials

A Course Study Guide is supplied to help participants get to grips with what is involved in the course and to manage their time accordingly.

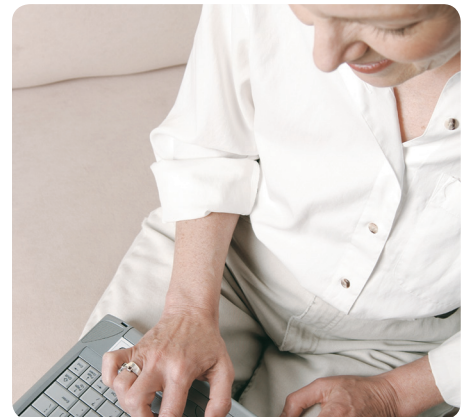
For course reading a 220+ page book was written especially for the course, which is supplied as a downloadable PDF. Extra downloadable documents and website links are supplied by the tutor.

Students respond by taking into account what has been read, and thinking about their own experience and workplace.

Assignments and test

The purpose of the assignments and test are to embed facts and principles, not arrive at a final grade. That is, they have a formative purpose, not summative.

- ▶ An assignment task is set for each week. The assignment picks up on and explores key course concepts.
- ▶ That task is then researched and answered in a common tutor-lead forum.
- ▶ There is a set test to complete: 80% pass, 3 attempts, 30 minutes.



For those who have a demanding work timetable, there is a catch-up allowance in Task Talk, right up to the last week of the course.

Community

A community is established via there being a course group; participants can communicate with each other, and share advice and resources via the forum.

The tutor is available privately for professional advice.

Specialised on-demand technical support is available via email.

Participants who meet the course requirements (that is making a contribution to all Task Talk assignments and passing the test) receive a personalised Certificate.

The tutor is managed and educationally mentored from within Xperts.

A satisfaction survey is taken after each course. That information then informs subsequent revisions.

Focussing the course on a specific organisation's needs

The course is easily able to be recontextualised through:

- ▶ Creating instances (dates) that are for the organisation's staff only.
- ▶ Removing the need for individual payment of fees and supplying a group invoice.
- ▶ Adjustment of the core reading contents to reference organisational policies and approaches.
- ▶ Inclusion of organisation-specific documents, videos and intranet links.
- ▶ Aligning the course test and Task Talk assignments to reflect specific organisational learning needs.
- ▶ Including a person from the organisation as an overall tutor/co-tutor, or guest tutor for some weeks.



About Xperts Ltd

Xperts are tertiary level learning designers specialising in:

- ▶ **The development and delivery of niche, online short courses.**
- ▶ **Developing teaching, study and assessment materials for industry training organisations, polytechnics and Government agencies.**

Operating since 2006, Xperts arose out of a course design organisation previously owned by The Open Polytechnic of New Zealand. Xperts is the copyright holder for the Essentials of Volunteer Management course.

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