

POLICY INFORMATION (Policy no VOL005)	
Subject	Induction and Training of Volunteers Policy <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All volunteers of Nottinghamshire Hospice
Target Audience	Allocated managers are responsible for ensuring volunteers are inducted and given the correct training in accordance with this policy and procedure.
Date issued	July 2024
Next review date	July 2027
Lead responsible for Policy	Director of People Services
Policy reviewed by	Chief Executive Officer / Director of People Services
Notified to (when)	Senior Leadership Team (July 2024)
Authorised by (when)	Senior Leadership Team (July 2024)
CQC Standard if applicable	
Links to other Hospice Policies	Volunteer Policy VOL001
Links to external policies	
Summary	The aim of this policy is to outline an equitable and fair approach to inducting volunteers into Nottinghamshire Hospice and to encourage good practice in line with the expectations of Nottinghamshire Hospice.
This policy replaces	Induction and Training of Volunteers Policy VOL05 (2021-4)

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Executive Assistant and Volunteer Officer	Mar 2014	Mar 2016
Policy reviewed by Volunteer Manager	Mar 2015	Mar 2017
Policy reviewed by Volunteer Development Manager	June 2018	June 2020
Policy reviewed by Volunteer Service Manager	Jul 2021	Jul 2024
Policy reviewed by CEO/Director People Services	Jul 2024	
Policy notified to Senior Leadership Team	Jul 2024	
Policy ratified by Senior Leadership Team	Jul 2024	Jul 2027
Updated control sheet and published on website	Jul 2021	Jul 2024

INDEX

Section	Contents Title	Page
1.	Introduction	4
2.	Definitions	4
3.	Procedures and Compliance	4
4.	Equality Impact Assessment (EIA)	5

<p>1.</p>	<p>Introduction</p> <p>Nottinghamshire Hospice is committed to providing induction and training for volunteers to recognise and enhance their experience of volunteering as a personally rewarding activity and to maintain the quality of Hospice services.</p>
<p>2.</p>	<p>Definitions</p> <p>Training and development is defined as learning undertaken by volunteers to maintain and advance their skills, knowledge and competencies specifically as they relate and add value to the roles they will be carrying out, and the service they will be providing.</p> <p>Induction is defined as a meeting held either virtually, in the Hospice or Shop or other location which ensures volunteers understand the vision, mission and values of the Hospice alongside the health and safety and practical elements of their volunteering role. It can also include any relevant documentation for the volunteer to read.</p>
<p>3.</p>	<p>Procedures and Compliance</p> <p>Identifying Training Needs</p> <p>The initial development of a role description for all new volunteer roles will outline the skills, training requirements, objectives and boundaries relevant to the role.</p> <p>Training and Development Process</p> <p>All volunteers must complete an induction, covering general volunteering information provided by the Volunteering Team and a role specific induction provided by the manager allocated to the individual, relevant to their volunteering.</p> <p>Mandatory training based on the requirements of the volunteer role must be completed before the volunteer can begin in their role, except in Retail where the programme is delivered over a number of sessions. The majority of</p>

	<p>mandatory training is to be completed using the Hospice’s online training platform. Support will be provided on how to use the training platform where requested.</p> <p>Training may not be required where evidence can be produced that accredited relevant training has been done elsewhere within a 12 month period and certification can be provided to upload against the Blue Stream profile.</p> <p>All volunteers must complete ongoing refresher training when notified to them by the online training platform or their allocated manager.</p>
<p>4.</p>	<p>Equality Impact Assessment (EIA)</p> <p>An EIA has been completed.</p>