BTEC LEVEL 2

Teamwork and Personal Development in the Community



Cadet Vocational College

LEARNING GUIDE

for completing Unit 9

Version 3.1

Pearson BTEC Approved Centre

Unit 9: Volunteering in the Community

On successful completion of this unit you will:

1. Understand the opportunities for voluntary work
2. Understand the importance of volunteering
3. Be able to undertake voluntary work in the community
4. Be able to review the impact of voluntary work undertaken on self and others

Unit 9

Volunteering in the Community

Volunteers play a vital part in any community. Think of the volunteering experiences you have had, the benefits you have gained and the impact you have had on your community through volunteering.

In this unit you will look at a number of different volunteering opportunities and how they can be categorised. Secondly, you will look at the skills required for volunteering and have the opportunity to look at specific roles in detail.

This unit will give you the opportunity to examine those skills and experiences and review the impact they have had.

Unit 9 has:



- Three tasks which require written answers.
- You need to understand what the command verb is telling you to do before answering the questions.
- Additionally, you should read any case studies as they will help you understand and complete each task.



- One practical activity, which will count towards your final grade.
- Depending on the practical volunteering activities you have completed, we may be able to gain evidence of this directly.

LO

Learning Outcome 1

Understand the opportunities for voluntary work

This learning outcome will help you to prepare for volunteering.

You will look at different volunteering opportunities, their purpose and how they can be categorised. Secondly, you will look at the skills required for volunteering and have the opportunity to look at a number of specific roles in detail.

Q: What is volunteering?



A:

Volunteering is an activity that involves spending time doing something, unpaid, that benefits others. *www.ncvo.org.uk*

Volunteering is about giving your time to a good cause, which might involve helping other people, the local community or the environment.







Opportunities available

There are numerous volunteering opportunities available in your own community. You may have even undertaken one or more of these roles yourself.

You may have undertaken volunteering activities within your youth organisation. For example, mentoring members of the organisation, fundraising (e.g. collecting for the Poppy Appeal for the Royal British Legion), completing your Duke of Edinburgh volunteering activity or completing community engagement activities.

Volunteering opportunities can be placed into **three** different categories:

Public

The public sector provides a range of services for the public and is given a set budget to do so. Volunteers **support** these services to **run efficiently** and **make a positive difference** to the public who access those services.

Charity

The charity sector is not funded and volunteers are **essential** so that charities can operate and help those in need.

Business

The business sector does not receive public funding to function and operates to make a financial profit. Volunteers **support** the business to **operate successfully**.

Opposite you will find 12 voluntary opportunities and the categories they fit into.



>> YOUTH ORGANISATION ADULT VOLUNTEER

>> POLICE SPECIAL CONSTABLE >> ARMY RESERVIST

>> FIRE CADET INSTRUCTORS

>> FOOD BANK VOLUNTEERS

>> MOUNTAIN RESCUE VOLUNTEERS

>> ANIMAL SANCTUARY CARERS

>> CHARITY SHOP WORKERS

>> RED CROSS >> NATIONAL TRUST VOLUNTEERS

>> WILDLIFE TRUST VOLUNTEER >> PLANT BRITAIN

Find out more about **Public** sector volunteer roles by looking at the following websites:

https://www.army.mod.uk/who-we-are/the-army-reserve/
https://www.college.police.uk/career-learning/career-development/role-types/special-constable

Find out more about **Charity** sector volunteer roles by looking at the following websites:

https://www.mountain.rescue.org.uk/how-to-volunteer/
https://www.trusselltrust.org/get-involved/volunteer/

Find out more about **Business** sector volunteer roles by looking at the following websites:

https://www.nationaltrust.org.uk/volunteer
https://www.wildlifetrusts.org/volunteering-opportunities

Take a moment to think of other volunteering roles that are not listed and the category these roles would fit into.

Skills required for volunteering

To carry out a voluntary role effectively, you will need to have appropriate skills. The skills required for volunteering fall into three categories:

- **General skills and qualities**
- **Communication skills**
- **Specific skills and abilities**

Any skills that you develop are often transferable and will help you to cope in different situations. For example, socialising with friends, coping with an emergency situation, dealing with hurdles in life and showing resilience.



In the word search you will find hidden volunteering skills.

Can you identify **10 volunteering skills** in the word search? As you find each one, consider which of the three categories it may fit in to **and** an example voluntary role that would need this skill.

z	e	x	x	x	b	h	f	s	w	o	o	j	y	j	m	o
i	i	l	i	s	t	e	n	i	n	g	a	b	c	p	x	l
t	o	n	o	n	j	u	d	g	e	m	e	n	t	a	l	v
u	x	v	s	g	h	o	n	e	s	t	y	r	v	v	r	b
p	e	k	m	k	c	x	z	s	o	w	y	y	u	q	y	c
i	f	s	a	u	o	o	o	h	l	x	p	h	z	o	a	o
o	s	n	t	f	o	e	r	m	z	v	c	z	n	m	o	m
u	s	c	e	i	k	p	e	v	l	r	p	o	m	y	d	m
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u	j	l	o	a	v	y	b	c	s	f	w	d	n	a	h	e
z	f	d	r	i	a	h	i	g	s	o	l	i	f	r	n	n
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s	f	p	i	h	e	w	i	q	u	i	r	l	f	i	s	r
o	p	v	n	d	d	y	t	z	r	e	f	e	v	h	o	w
s	p	h	g	j	l	a	y	d	c	c	w	c	y	s	y	u

✔	
☐	honesty
☐	teamworking
☐	firstaid
☐	commitment
☐	dedication
☐	listening
☐	cooking
☐	reliability
☐	non-judgemental
☐	driving

General skills/qualities:

- **Honesty**
- **Commitment**
- **Reliability**
- Cheerfulness
- Empathy
- **Dedication**
- Punctuality

Communication skills:

- Verbal
- Written
- **Teamworking skills**
- **Listening** and giving instructions
- Confidentiality
- Being **non-judgemental**

Specific skills/abilities:

- **Driving**
- **Cooking**
- Computer skills
- Sign language
- Physical fitness
- **First-aid**

Case study

This first case study is about Maya who is an adult volunteer in a youth organisation. Along with other volunteers, Maya wants to give something back to the community and so she helps to support the running of the unit.

The detail below links directly with the first learning outcome and the skills that a volunteer needs.



Maya

Attending her unit twice a week and at least one weekend a month, Maya shows her **dedication** and **reliability** by designing and implementing a training programme. This helps with the personal development of the young people. Maya needs a number of skills to be able to carry out this role effectively. She needs **commitment** as this role takes up a lot of her free time. Maya needs to **communicate** well with others and provide clear **verbal** and **written** instructions that the other volunteers she works with can follow. She also needs **computer** skills to be able to use and access the required systems to update information.

These skills are transferable to her full-time job as a teaching assistant.

Task 1: Describe the different types of voluntary work available and explain the skills required (AC 1.1 & 1.2)

There are two parts to this task.

Part a.

DESCRIBE six volunteering roles.

As the command verb is **DESCRIBE**, consider what the volunteer does, the role they have and the tasks they undertake. You should include examples to help you include the level of detail required.

Example

An acceptable answer would be:
"A youth organisation adult volunteer supports the running of the organisation. One role they could have is the Training Officer, who designs and implements a training programme to help with the personal development of the young people."

An answer that would not be accepted:
"A youth organisation adult volunteer could be a Training Officer."

Top Tip

Remember if you use information taken from a source (e.g. a website), you must reference the information correctly.

Part b.

Choose **one** volunteering role, either from Part a or one of your own choosing. Choose a role that interests you, or one of which you have experience or knowledge.

You must then **EXPLAIN two** skills that are required for this role, giving detailed reasons why each skill is needed.



An acceptable answer would be:
"Commitment is needed because, as a Training Officer, you would need to attend twice a week and weekends. You would also need to work hard to design and implement an effective training programme so that other volunteers can be guided as to what they need to deliver and when. This will then help the young people to progress."

An answer that would not be accepted:
"Commitment is needed because this role takes up a lot of time."



If you struggle to think of a reason why a skill is needed, consider if the volunteer did not have a specific skill. *What would the impact be?*

Recap

To check your understanding you may wish to answer the following questions:

- **Name the three categories that volunteering opportunities can fit into**
- **List two general skills a volunteer would need within your organisation**
- **Justify why a volunteer would need the general skills you have mentioned**

If you want to check your answers, they are located on page 24.

LO **Learning Outcome 1 - complete** ✓

LO

Learning Outcome 2

Understand the importance of volunteering

Now that you have an understanding of the voluntary opportunities available and the skills required, this second learning outcome will look into the importance and benefits of volunteering.

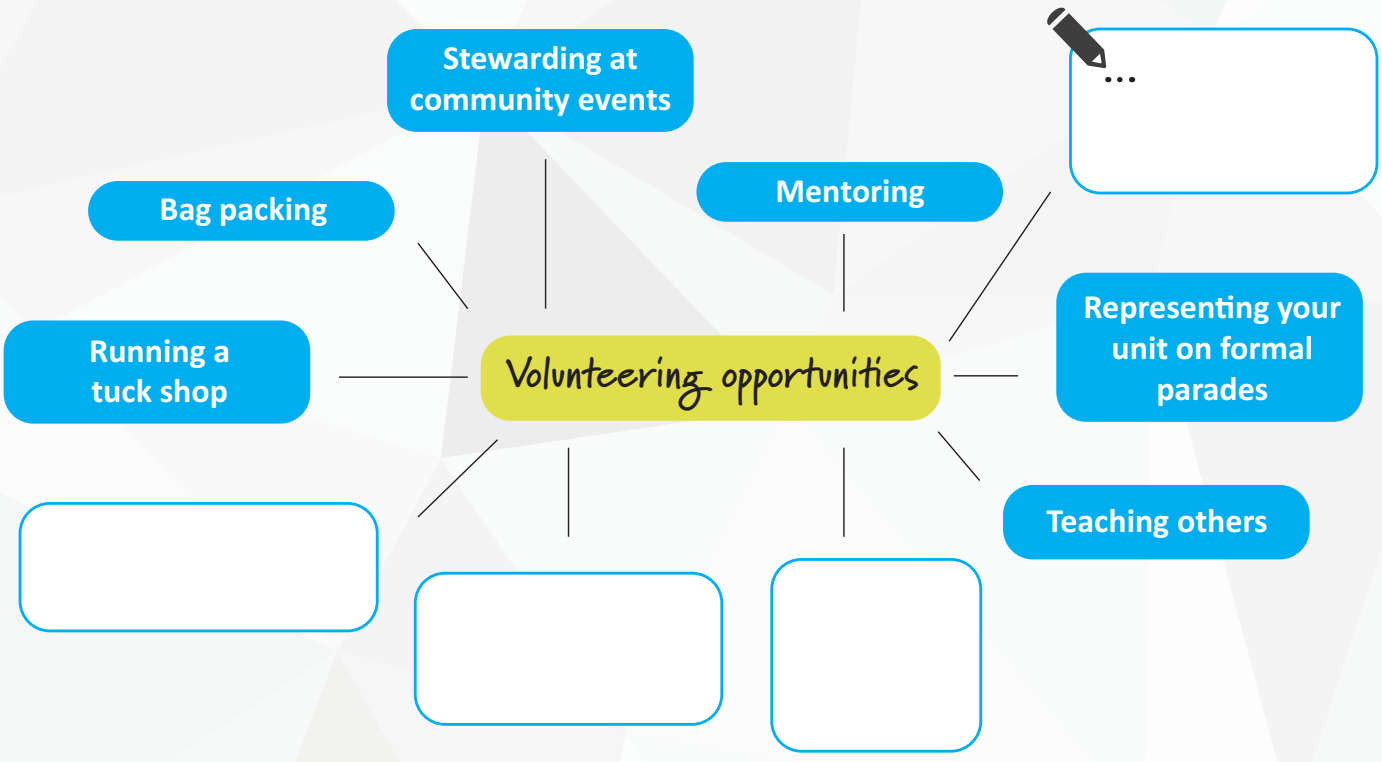
Your experience

Being a member of a youth organisation is a fantastic opportunity for many reasons, one of which is the wide range of experiences offered.

One of those experiences could be volunteering. You may obtain additional recognition for your volunteering efforts in the form of a Duke of Edinburgh award or a recognised achievement in your own organisation.

The volunteering opportunities may be organised for you, or you may organise your own. Although you may not realise it at the time, volunteering will help you to build your personal skills and qualities and can provide vital life experiences.

There are several examples of volunteering below that you may have taken part in. There is space to add your own.





Why is volunteering important?

Take a moment to consider your own organisation. It will be typically staffed by volunteers who support the day to day running of the unit, implement training for its members and organise a wide range of opportunities. Volunteers will:

- bring expertise
- provide time
- provide extra help
- provide new ideas
- provide enthusiasm

Volunteers that operate within your own community, (e.g. **community response** volunteers, **charity shop** workers or **telephone befrienders)** may offer benefits such as:

- helping in an emergency
- raising funds
- helping others in need

If you want to know more on this topic then please scan here for additional reading.

Scan me!

https://www.ncvo.org.uk/

Why is volunteering important for you?

Volunteering can have many BENEFITS and help you to:

B	**Build** personal resilience
E	develop **Existing** skills
N	learn **New** life skills
E	gain useful **Experiences**
F	**Feel** confident when working with new people and new tasks
I	**Improve** your personal skills
T	help you to **Think** of others, be aware of diversity
S	build your **Self-esteem**

Case study

This is a case study of Joe who is studying for his A-levels and has the ambition to become a paramedic. Over the next few months, he will need to write a personal statement as part of a university application and the experience of volunteering with his organisation will form part of that statement.

In the process of volunteering there have been many benefits for Joe (highlighted in **blue**) and for his organisation and community (highlighted in **green**).



Joe

Joe has gained **experience** of working in the community and administering first aid in challenging situations. He has learned **new skills** and his **confidence** and **resilience** have improved when working with others.

Joe is committed to his voluntary work and the organisation is grateful for his efforts. As a volunteer, Joe can provide regular **commitment** and **time** to the organisation to help provide first aid support at events.

Joe can also provide **extra help** when required (to teach first aid skills, for example) and as a volunteer, Joe can often suggest **new ideas**.

University places will be competitive but Joe has taken steps to prepare effectively by volunteering and working hard to succeed, both at college and within his youth organisation.

Task 2: The importance of volunteering (AC 2.1 & 2.2)

There are two parts to this task.

Part a.

EXPLAIN why volunteering is important in the community.

As the command verb is **EXPLAIN**, you must give **three** detailed reasons *why* volunteering is important in the community. You can strengthen your answer by using your own experiences to help provide the detail required.

An acceptable answer would be:
"Volunteers can provide time. Volunteers can give up their evenings and weekends to run activities for members of a youth organisation. The activities will help the young people to develop and progress, within and outside of their organisation."

An answer that would not be accepted:
"Volunteers can provide time to run activities."

? Example

Part b.

OUTLINE three benefits to be gained from undertaking volunteering activities.

You can strengthen your answer by using your own experiences to help provide the detail required.

An acceptable answer would be:
"A volunteer will gain life experience that may be useful for them in the future. For example, when writing a university personal statement and talking about an experience they have had."

An answer that would not be accepted:
"A volunteer will gain useful experience."

? Example

You may find it easier to think of your own experiences to complete this task.
Part 1: Why are volunteers important in **your community**?
Part 2: What benefits have **you** gained from undertaking volunteering?

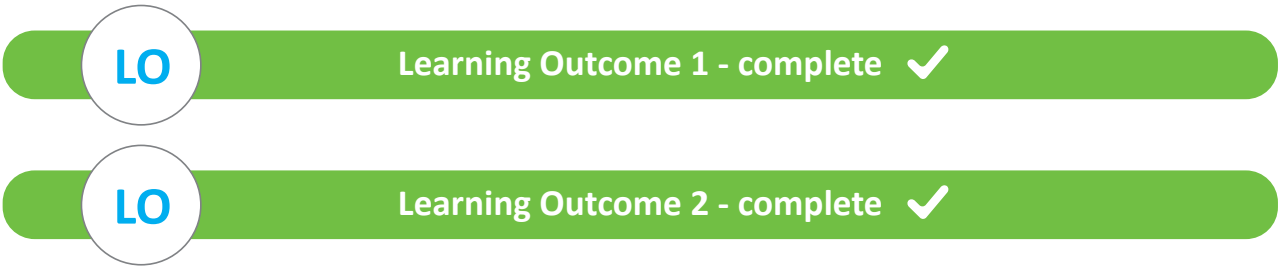
Top Tip

Recap

To check your understanding you may wish to answer the following questions:

- **How can volunteering be recognised in your community?**
- **Volunteers can bring new ideas to an organisation. Give an example of this.**
- **Name one benefit of volunteering that you have gained and how this will help you in the future.**

If you want to check your answers, they are located on page 24.



LO

Learning Outcome 3

Be able to undertake voluntary work in the community

Now that you understand the benefits of volunteering, this learning outcome gives you the opportunity to undertake voluntary work and demonstrate the appropriate skills and behaviours required of a volunteer.



Ready to volunteer

When you have identified a volunteering opportunity and are ready to volunteer, you should confirm the following:

- What you will be doing
- Expectations of you (i.e. what you will achieve and how you will behave)
- Resources required (i.e. special clothing or equipment)
- Your point of contact should you have any questions
- Where and when you should attend
- Hours required

For opportunities managed by your own organisation, this information will be provided verbally in a briefing session. You would also be expected to abide by your own organisation's values and standards or rules.

Expected behaviour of a volunteer

- Be punctual
- Demonstrate honesty and integrity
- Be reliable
- Work well with others
- Be polite
- Work hard
- Listen to instructions
- Demonstrate self-discipline

Activity 1: Undertake voluntary work in the community (AC 3.1 & 3.2)



To complete the next part of the unit you need to show that you can:

- work as a volunteer in the community in line with a given brief (a minimum of 10 hours)
- demonstrate expected behaviours when volunteering

This is something that will be carried out as part of the activities within your organisation.

Option 1

Tick one of the recognised activities below that you have completed. Evidence of activities marked with an asterisk (*) **MUST** be submitted with your assessment. For example this could be screenshots, copies of certificates, etc. This evidence **MUST** show your name.

	Activity	✓
Fire Cadets	*Social Action (as part of Award 1)	
	*Unit 14 L2 BTEC FRS	
St John Ambulance (SJA)	*Volunteering in My Community	
Scouts	*Explorer Scouts Young Leader (completion of)	
	*Platinum Award (or higher)	
	*Community Impact Stage 2 (or higher)	
Boys Brigade (BB)	*Queen's Badge - voluntary service	
Other	*Bronze DofE Volunteering (or higher)	

If you **have** been able to tick one of the recognised activities above, then you **do not** need to complete Task 3 in your workbook.

If you **have not** been able to tick one of the recognised activities above, you **must** now evidence your experience of volunteering by completing Option 2 **or** Option 3.

Option 2

Below is a list of recognised activities that can evidence your volunteering experience. Choose **one** that you have completed and would like to review.

	Activity	✓
Sea Cadet Corps (SCC)	Able Cadet (completing community activities)	
Royal Air Force Air Cadets (RAFAC)	*Blue Badge Pre-DofE Volunteering	
Combined Cadet Force (CCF)	CCF RAF (as above)	
Army Cadets (ACF) and CCF (Army)	2 Star Community engagment (or higher) (ACS)	
Army Cadets (ACF)	2 Star Cadet in the Community (or higher) (APC)	
St John Ambulance (SJA)	*Event hours	
Boys Brigade (BB)	*President's Badge (or higher)	
Other opportunities	*Completion of NCS *(Your tutor must complete a VQF654)*	

Evidence of the activities will need to be checked, either from Westminster / Bader (if applicable) or by you uploading evidence for those marked with an asterisk (*). For example this could be screenshots, copies of certificates, etc. This evidence **MUST** show your name.

If you **have** been able to tick one of the recognised activities above, then **you will now need to complete Task 3** in your workbook.

Option 3 for all organisations

You can use other volunteering experiences you may have completed either within your own organisation or elsewhere (i.e. at school or college) to evidence your work as a volunteer.

Use the table in your workbook to record at least 10 hours of volunteering that you have completed. **You will then need to complete Task 3 to review your volunteering experience.**

Scan here for an updated version of the Recognised Prior Learning activities (RPL)

If you have evidence of volunteering that you wish to be considered for RPL, please contact tpd@cvcollege.org

LO Learning Outcome 1 - complete ✓

LO Learning Outcome 2 - complete ✓

LO Learning Outcome 3 - complete ✓

LO

Learning Outcome 4

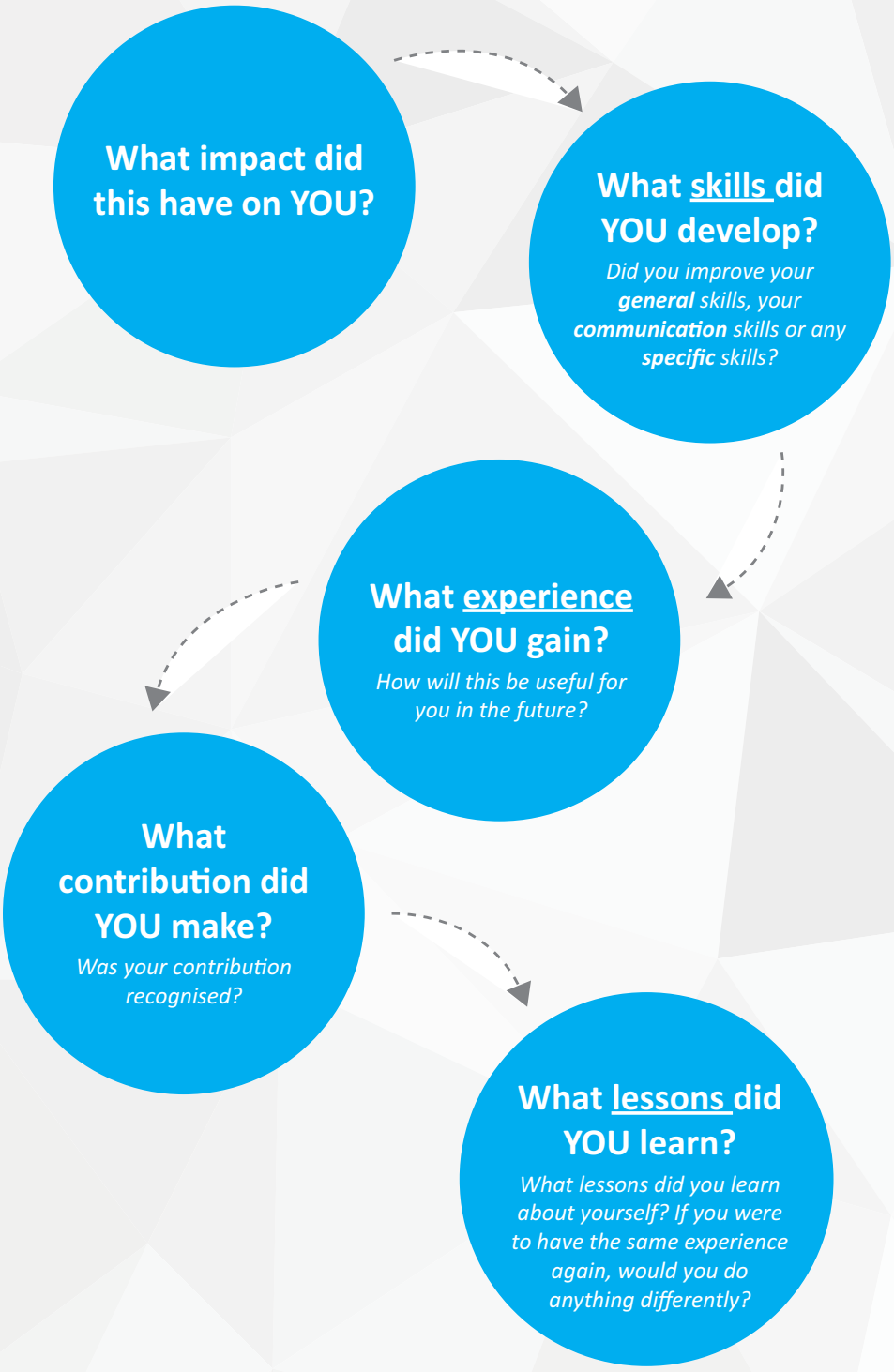
Be able to review the impact of voluntary work undertaken on self and others

Having now undertaken voluntary work in the community, it is good practice to reflect and review the experience.



Self-reflection

As a member of your organisation, you may have volunteered several times. Asking yourself the following questions will help you to consider the **impact** each volunteering experience had on you.





MORGAN HINA

Testimonial | Cadet perspective

My first voluntary experience was with the SCC, and it quite literally changed the course of my career. I joined at 15, and was often asked to help out with the unit's fundraising/recruitment opportunities. At the time, this was a long way out of my comfort zone, and I distinctly remember feeling rather out of my depth. Challenging though that was, however, I'm immensely grateful to have had the opportunity. It led directly to my first job and planted the seeds that would lead me to pursue a new calling - medicine! Not bad for the teenager who couldn't stand talking to strangers.

Impact on your organisation and others

Spending time doing something unpaid that benefits others WILL also have an impact on your own organisation and others within the community.

There are six benefits listed below and space for you to add others you may consider.

Positive impact

- Help to build the reputation of an organisation
- Help to improve the morale of those involved
- Help with recruitment
- Build loyalty and teamwork
- Enhance the services they offer
- Provide practical help and support
- ...

Case study

This case study highlights the impact of voluntary work on **Maya**, her **organisation** and **others** within the community.



Maya

Maya has been volunteering with her local unit for over 10 years. She is regularly thanked by the Commanding Officer and the younger members of the organisation. In that time, Maya's **confidence** and **resilience** have improved and she is also able to use the **skills** she has developed in her paid employment as a teaching assistant.

Maya's hard work and determination have had a positive effect on the organisation. At a recent presentation event **more awards, badges and certificates of achievement** were handed out than ever before.

Recruitment figures have improved and both young people and staff are keen to join and be part of the **success**. There is now a waiting list of people wanting to join the organisation.

Task 3: Review the impact of undertaking voluntary work (AC 4.1 & 4.2)

There are two parts to this task.

Part a.

Choose **ONE** volunteering experience you have had as a member of your youth organisation, that you would like to **REVIEW**. This may be different to the one identified in Activity 1. You must then **ASSESS** the impact of undertaking voluntary work.

? Example

An acceptable answer for the impact of volunteering on others, would be:
"The younger members felt supported in the first few months of joining, they enjoyed the experience and had high levels of attendance."

An answer that would not be accepted:
"It helped others."

Part b.

IDENTIFY two lessons that **you** have learnt from undertaking your volunteering activity to complete your **REVIEW**.

? Example

An acceptable answer would be:
"I have learnt that being a youth organisation adult volunteer is a challenging role, but the results that can be gained are worth the effort."

An answer that would not be accepted:
"It is important to work hard."

Top Tip

Take your time to reflect on your **own** experience of volunteering. This will enable you to give detailed answers to the question prompts and provide a detailed **REVIEW**.

Recap

To check your understanding you may wish to answer the following questions:

- **If you were to volunteer as a fundraiser for the Royal British Legion poppy collection, what skills could you develop?**
- **Volunteering as a mentor can build the confidence of others and have a positive impact on them. True or false?**

If you want to check your answers, they are located on page 24.

LO Learning Outcome 1 - complete ✓

LO Learning Outcome 2 - complete ✓

LO Learning Outcome 3 - complete ✓

LO Learning Outcome 4 - complete ✓

Answers

LO 1 Understand the opportunities for voluntary work

Q1: Public, charity and business.
Q2: Commitment and dedication.
Q3: To be effective in their role.

LO 2 Understand the importance of volunteering

Q1: Duke of Edinburgh Award, Cadet in the Community Award, or similar.
Q2: New ideas for the training programme – different ways to teach a subject.
Q3: Improved confidence when working with new people. It will help me when I start employment or need to work with new people in a team to complete a task.

LO 3 Be able to review the impact of voluntary work undertaken on self and others

Q1: Confidence, communication and honesty.
Q2: True.

Additional reading

Should you wish to know more about this subject area, the following resources may be useful:
www.ncvo.org.uk
www.volunteeringmatters.org.uk
www.prospects.ac.uk/jobs-and-work-experience/work-experience-and-internships/volunteering

Additional units of interest

As part of this qualification there are other units of study. A number of them have clear links with volunteering:

- **Unit 2:** Developing Effective Communication Skills
- **Unit 3:** Preparing for Employment
- **Unit 11:** Developing Leadership Skills

Contact

Learner Support Services: tpd@cvcollege.org
Cadet Vocational College: 01276 601701

LO Learning Overview

Criteria reference	To achieve the criteria the evidence must show that the learner is able to:	Task	Evidence (page no.)
Learning Outcome 1: Understand the opportunities for voluntary work			
1.1	Describe the different types of voluntary work available	Task 1 Part A	WB Pages 4-5
1.2	Explain the skills required for a chosen volunteering activity	Task 1 Part B	WB Page 5
Learning Outcome 2: Understand the importance of volunteering			
2.1	Explain why volunteering is important in the community	Task 2 Part A	WB Page 6
2.2	Outline the benefits to be gained from undertaking volunteering activities	Task 2 Part B	WB Page 7
Learning Outcome 3: Be able to undertake voluntary work in the community			
3.1	Work as a volunteer in the community in line with a given brief	Activity 1	WB Pages 8-10
3.2	Demonstrate expected behaviours when volunteering	Activity 1	WB Pages 8-10
Learning Outcome 4: Be able to review the impact of voluntary work undertaken on self and others			
4.1	Assess the impact of own voluntary work on self, others and voluntary organisation	Activity 1 **or** Task 3	WB Pages 8-10 or 11-12
4.2	Identify lessons learnt from undertaking voluntary work in the community	Activity 1 **or** Task 3	WB Pages 8-10 or 11-12



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