



VOLUNTEER SKILLS DEVELOPMENT COURSE

Empowering Your Volunteers Through Training

Volunteering Queensland offers a flexible and engaging **Volunteer Skills Development Course** designed to **enhance the skills and confidence of volunteers** within your organisation.

This course provides a structured yet informal learning experience, equipping volunteers with **practical skills** that support their personal and professional growth while **strengthening your volunteer workforce**.

Why Offer this Course to your Volunteers?

By participating in this course, volunteers will:

- ✓ **Gain essential skills** to work effectively and safely in a volunteering environment.
- ✓ **Develop confidence** in communication, digital literacy, and teamwork.
- ✓ **Enhance their understanding** of community engagement and the value of volunteering.
- ✓ **Be better prepared** for their roles, making it an ideal addition to your volunteer induction program.
- ✓ **Receive a Certificate of Participation** upon completing any course topics.

Integrating This Course into Your Volunteer Induction

This course is an excellent tool to integrate into your **onboarding process**, helping new volunteers build foundational skills for success in their roles. By incorporating the Volunteer Skills Development Course into your induction program, you can:

- ✓ Ensure **consistency** in volunteer training across your organisation.
- ✓ Support new volunteers in **developing key workplace skills**.
- ✓ Create a **smoother transition into volunteering**, increasing engagement and retention.
- ✓ Reinforce your organisation's **commitment to volunteer development**.

Course Overview

- Duration: 6–12 weeks (flexible completion time).
- Delivery Options:
 - In-Person Training: Facilitator-led sessions within your organisation.
 - Hybrid Model: A mix of face-to-face and self-paced learning for flexibility.
 - Paper-Based Learning: All course materials are available in paper format, ensuring accessibility for participants with limited digital access.
- Volunteer Engagement: Participants may complete volunteer work within your organisation or externally, reinforcing practical learning.
- No Formal Assessments: Learning is interactive and engaging, without the pressure of exams.

Key Learning Areas

The course covers five key topics essential for effective volunteering:

1. Work Safely and Productively
2. Respecting Diversity in the Workplace
3. Producing Basic Digital Documents
4. Communicating Effectively in the Workplace
5. Effective Volunteering



Entry Requirements & Technology Access

There are no formal entry requirements. While access to an internet-connected computer is beneficial, it is not mandatory, making this course accessible to volunteers with varying levels of digital literacy. Paper-based materials ensure that all participants can engage fully, regardless of their digital literacy level and technological access.

Partner with Us

Volunteering Queensland collaborates with organisations to deliver this course, ensuring it meets the needs of your volunteers and aligns with your organisational goals.

Get Involved

For more information or to discuss how this course can support your volunteers, contact Volunteering Queensland's Training Team:

✉ training@volunteeringqld.org.au

☎ (07) 3002 7600

Let's invest in volunteer development together and create a stronger, more skilled volunteer community!

