

ABOUT THIS BOOKLET

THERE ARE TWO VERSIONS OF THIS BOOKLET:



FOR NGOS

This booklet provides information for volunteer involving organisations about how they can become ProVol network partners, conduct training sessions, train new trainers, and benefit from our Europe-wide network.



FOR VOLUNTEERS AND
VOLUNTEER COORDINATORS

A second booklet is specifically for individuals who want to become a trainer, offering details on the benefits of becoming a Provol trainer and how to achieve this goal. It is available on <https://professional-volunteering.eu/network>





OUR EUROPEAN VISION

The vision of ProVol

To support the professionalisation of volunteering, we aim to enhance the competence, skills, and expertise of both volunteer coordinators and volunteers.

Through comprehensive ProVol training and our extensive ProVol network, we strive to make their work more efficient, effective, and impactful, regardless of their field of volunteering.

We envision the ProVol training becoming the state-of-the-art, practice-oriented provision for volunteer coordinators in Europe (and beyond), and that we are able to provide this training all across Europe.

OBJECTIVES OF PROVOL

- 01** Providing high-quality, practice-oriented, standardised training for volunteer coordinators in Europe and beyond.
- 02** After the training, participants apply the acquired skills, competencies, and know-how in their own volunteer programmes, projects, and activities. They become more successful in implementing them and have a much greater positive impact.
- 03** Setting up a European ProVol network under the umbrella of Volonteurope, which provides opportunities to participate in ProVol training.
- 04** Setting up ProVol coordination centres across Europe
- 05** Providing training schemes for ProVol trainers and ProVol Expert trainers.



SHORT HISTORY OF PROVOL



2010

Development of the original training concept in Germany

2015

First international project "ProVol"
Partners: DE, CZ, UK, RO



2015

"ProVol Crossborder"
Partners: CZ, SK, DE, AT





2018

International project
“Improve” on inclusive
volunteering
Partners: DE, CZ, AT, PT
First draft of training in
easy language

2021

“Improve 2.0.”
Partners: DE, CZ, IT, LT
Further development and
rollout of training in Easy
language



2022

“ProVol Digital”
Partners: DE, CZ, RO, AT
Further development of
training as an online
training, establishment of
ProVol network

2024



ProVol Digital

Professional volunteer management
and training through digitalisation





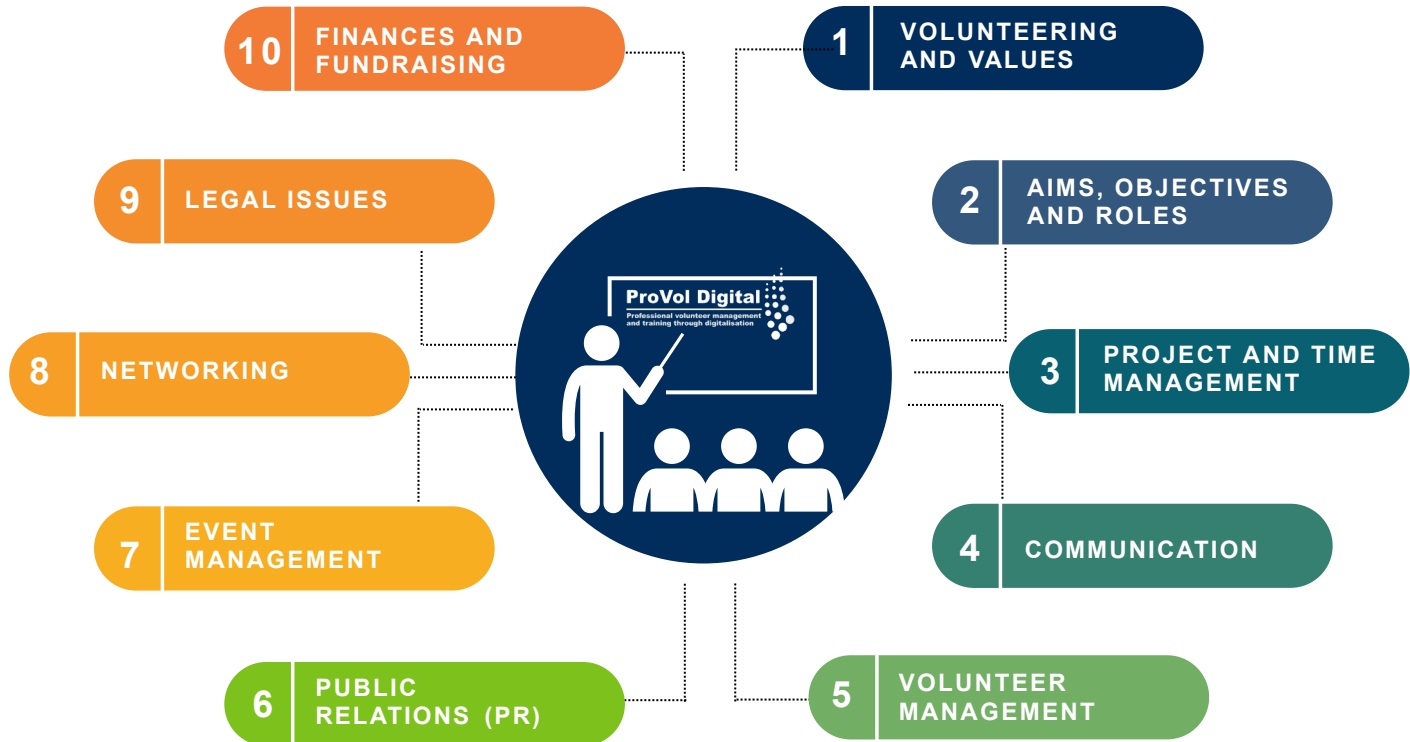
THE PROVOL TRAINING

The Professional Volunteering Training Programme, supported by the European Erasmus+ programme, is designed to professionalise volunteer activities across Europe. It consists of 10 complementary modules designed to help volunteers and volunteer coordinators work more efficiently and effectively.

In the first modules, they discuss exactly what they want to achieve as volunteers or, in the case of coordinators, by implementing volunteer led projects and activities. They also learn the necessary methods and tools to achieve these goals professionally such as project and time management, people management, and public relations.

Therefore, the training programme has a very strong practical focus and includes many opportunities for exercises tailored to specific needs.

THE CONTENT OF PROVOL





Module 1: Volunteering and values

To optimise collaboration with volunteers, it is important to have basic knowledge about social change as well as the characteristics and significant changes in the voluntary sector.



Module 2: Aims, objectives and roles

The second training module helps participants discover what they want to achieve and how they can do it. It also focuses on recognising and defining their own roles and the roles of the volunteers.



Module 3: Project and time management

This module enables participants to conduct a situational analysis, carry out professional project planning, monitor the implementation of a project, and bring it to a successful conclusion. Additionally, methods of time management are taught.



Module 4: Communication

To avoid misunderstandings and frustration, this module covers the basics of communication and constructive handling of difficult situations. It also aims to improve skills in public speaking and group moderation.



Module 5: Volunteer management

As a volunteer coordinator, it is essential to understand the basics of personnel management. This includes professionally writing job descriptions and implementing methods to recruit volunteers. Participants also learn how to support team development, identify sources of conflict and help the team to solve them.



Module 6: Public Relations (PR)

In this module, participants learn how to present their concerns effectively to the public and the rules for working with media representatives.



Module 7: Event management

In this unit, participants learn methods to successfully plan and implement various types of events.



Module 8: Networking

In this module, participants explore questions such as how networks function and what prerequisites are necessary to be a successful networker. They also learn suitable methods for networking.



Module 9: Legal issues

This final training module covers what needs to be considered regarding insurance for volunteers and legal matters such as copyright, data protection regulations, or working with vulnerable groups.



Module 10: Finances and fundraising

Volunteer programmes and projects cost money: in the area of voluntary engagement, the challenge of securing funding sources often arises. As a registered organisation, there are also various financial and tax regulations to consider.

THE PROVOL TRAINING PROGRAMME



FOR VOLUNTEERS

It enables volunteers to work more effectively and task-orientated in their volunteer work and improves their employability through a professional training.



FOR VOLUNTEER COORDINATORS

Coordinators develop skills to manage and support volunteers more effectively, align volunteer roles with organisational needs, and ensure that volunteers have a meaningful and productive experience.



FOR EMPLOYERS

It recognises the value of volunteering as a pathway to gain work related skills and expertise of (potential) staff.



OFFERS BENEFITS ON MULTIPLE LEVELS:



FOR NGOS

It supports volunteer work within NGOs as it is a way of bridging resource shortages. It also attracts new volunteers, as NGOs offer additional, work-related, free, and useful training. It is capacity building of staff within the organisation and is a successful way to professionalise volunteering.



FOR THE GENERAL PUBLIC

It strengthens the societal value of volunteering and promotes social inclusion by increasing participation from and the support of disadvantaged groups.





QUALITY CRITERIA

Curriculum design and implementation

Our well-designed, standardised curriculum is relevant, engaging, and responsive to the changing needs of volunteer work and society across Europe. It provides practical, project-based learning based on the experiences of participants. The participants work on real-world problems within their NGOs or communities and collaborate with peers to find innovative solutions. It includes evaluation and feedback mechanisms for continuous improvement.

Positive, inclusive, empowering learning environment

ProVol promotes collaboration and inclusion, and embraces diversity. We value the different backgrounds and experiences of participants, and promote creativity and critical thinking. Within the programme, participants have opportunities to share best practices, learn from each other, and receive guidance from experienced trainers.

We create a positive learning atmosphere by fostering a sense of belonging, acceptance, and recognition for participants. We provide up-to-date learning resources, including a handbook, learning materials, and digital tools.

Control of application of knowledge

After each session, homework is assigned where the knowledge from the module will be applied to participants' own volunteer programmes, projects, activities, or within their organisation.

Trainer Quality and Professional Development

Trainers are at the heart of quality education. ProVol is a professional development programme designed to equip volunteer coordinators with pedagogical skills, content knowledge, and an understanding of the diverse needs of learners and volunteers.

Renewal of license

Every three years, network partners need to renew their licences.



A photograph of a person's hands touching a globe in a library setting. The globe is blue and shows continents and oceans. The person is wearing a dark green sweater. The background is a bookshelf filled with books. The image is partially obscured by a blue and green geometric overlay.

PROVOL VALUES AND PRINCIPLES

THE VALUE OF VOLUNTEERING

ProVol trainers have experience in the field of volunteering and believe in its value and power.

EMPOWERMENT OF PARTICIPANTS

ProVol trainers should possess a positive and learner-centred attitude while incorporating a variety of methods and skills to empower participants in a training setting.

NEEDS ORIENTATION

The ProVol training is adjusted to address participants' needs.

FOCUS ON PRACTICE

The training aims to enhance efficiency and effectiveness in volunteering through hands-on learning, real-life scenarios, and interactive discussions.

EASY TO UNDERSTAND AND APPLY

The training emphasising simple, easily understood content in everyday language, with tools and methods that are straightforward to apply in various volunteer settings

FLEXIBILITY AND ADAPTABILITY

Adaptability and flexibility are essential for ProVol trainers to effectively meet the diverse and changing needs of participants and the training environment.

”

I found the seminars really useful for my work. I get to organize a lot of volunteers in my day-to-day life, and achieving some practical background, on how to structure and coordinate the activities for them it was a very interesting and important point that I think this project offered me. The international approach was also an asset, since we had the opportunity to exchange good practices and methods with a lot of people from very different backgrounds.

“

”

I enjoyed the ProVol 2023 online training a lot. It was a global course with participants from different countries. We learned theory and practice of project coordination through group work and case studies. We also designed our own projects and events for volunteers and got individual feedback. The course gave me a portfolio of ready-to-use project activities. I recommend this course to anyone who wants to learn or improve their project management skills in volunteering.

“



Natalia Shulgina
Germany



Oana Muresan
Romania





PROVOL NETWORK

BECOMING PART OF THE NETWORK

We aim to support the professionalisation of volunteering by establishing a European ProVol network. The partners benefit from their membership by using the established training model and materials, receiving support from experienced trainers, and taking advantage of the network's connections.

There are two membership options: “ProVol UNIT” partners can build and develop a team of ProVol trainers. “ProVol EXPERT CENTER” partners can offer their own ProVol training sessions and recruit new partners.

On the following pages, we will illustrate the benefits of becoming a partner and how you can get there.

BENEFITS OF BEING A PROVOL PARTNER

ESTABLISHED TRAINING MODEL

- Reduced risk as you do not need to try out new concepts.
- Well-established model provides a good reputation.

SUPPORT TEAM

- Skilled support team in management and training
- Experienced educators

LEARNING RESOURCES FOR TRAINERS AND PARTICIPANTS

- Provision of learning and training resources, such as handbooks for participants, session plans, PPTs, and other online resources for each module
- Have the depth and breadth of the ProVol system and our proven methodologies at your disposal

CONTINUOUS IMPROVEMENT SCHEME

- We will continuously revise and further develop our syllabus and curriculum according to the changing needs and newest developments in volunteer work and education
- Ongoing training and support for you and your ProVol trainers

BLOG

- ProVol trainers and partners can provide their experiences and recommendations in a blog on our project website

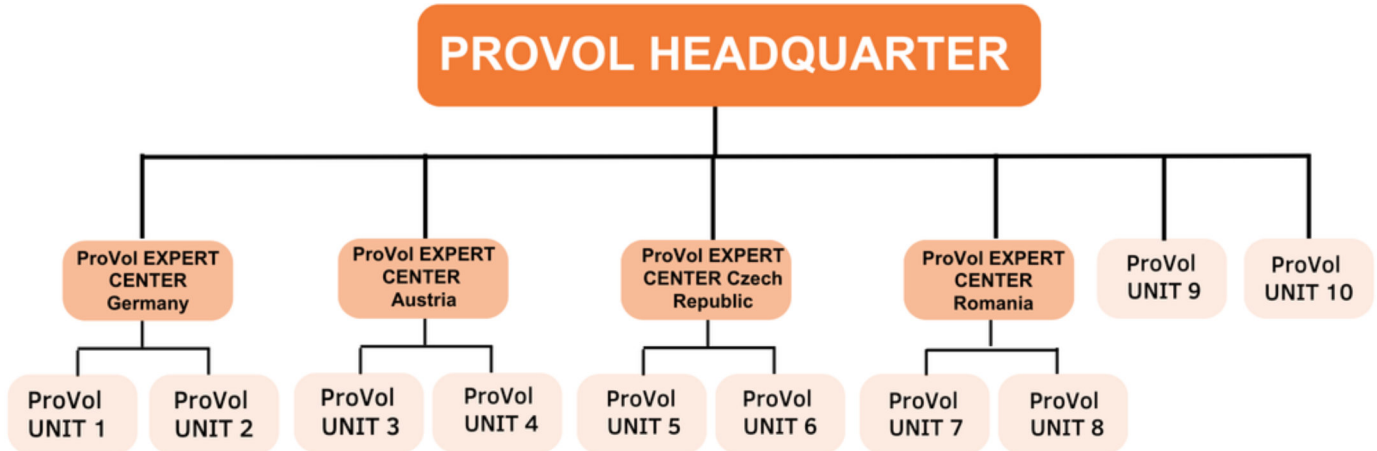
NETWORK CONNECTIONS AND ACTIVITIES

- Having access to the expertise and experiences of networking partners across Europe
- Exchange platform and networking online and offline activities

ACQUISITION OF PARTICIPANTS & BOOKING THROUGH CENTRAL SYSTEM OF THE HEADQUARTER

NETWORK CONCEPT

The ProVol network is structured hierarchically: besides the headquarters, there are basic partnerships (as a UNIT) or extended partnerships (as an EXPERT CENTER). As an organisation, you can choose the partnership level depending on how much you are willing to invest.



ProVol UNIT Partner (UP)

UPs have the license to provide and sell ProVol training in their assigned territory or voluntary field.

Activities

- Providing high-quality ProVol training
- safeguard, control, and monitor the appropriate use of ProVol training materials
- Quality Ensuring the trainers provide ProVol training according to ProVol standards
- acquisition of training opportunities
- contributing to the further development of ProVol training and the ProVol network

Requirements

- At least 3 certified ProVol trainers covering all 10 modules
- Expertise in volunteering
- Sharing the values of ProVol
- Participation in train-the-trainer by all responsible persons
- Providing 3 ProVol training within 3 years period
- Responsible contact person (contact details) who will reply within 2 days at the latest
- if necessary: translation of training handbook and materials to national language and adaptation to national circumstances
- Updating material in own language if required
- Participation in at least 2 annual ProVol network meetings within 3 years
- Contract with Headquarter
- Paying membership fee

ProVol EXPERT CENTER Partner (ECP)

ECPs have the license to provide ProVol training, train new ProVol trainers, and develop, grow and sell new ProVol UNITS in an entire region, state or country.

Activities

- same as UP
- Acquisition of new ProVol trainers,
- Provision of training, certification, onboarding and support program for new ProVol (Expert) trainers
- training, certification, onboarding and support program for new ProVol UNITS in their territory
- Quality Control: Ensuring that that new ProVol UNITS fulfill the Quality requirements of ProVol

Requirements

- same as UP
- Availability for at least 20 h/week, answering request within 24 hours
- Providing information about own organization and plan on how to implement ProVol in own environment and country
- Network contacts
- Financial sustainability
- Training facility & Technical equipment
- ProVol Quality Label and its application
- Audit and quality checks by Headquarter if needed
- Providing 1 ProVol train-the-trainer course within 3 years
- Active involvement in internal network structure
- Material storage and updating regulations

ProVol HEADQUARTER (HQ)

The headquarter of ProVol is responsible for accrediting ProVol (EXPERT) trainers, overseeing the recruitment, training, and establishment of new ProVol EXPERT CENTERS, and granting the rights to operate ProVol training. They provide and monitor the use of ProVol Corporate Identity (CI) to ensure consistency. Additionally, they ensure the quality and consistency of training delivery by ProVol partners and represent the ProVol network globally.

Activities

- Licensing of new ProVol EXPERT CENTERS and new ProVol Expert trainers
- Management of the license procedures for the Quality label
- Promoting the branding and quality assurance of the ProVol training
- Sourcing of training concept, material
- Developing a proprietary learning management system
- implementing Creative Commons non-commercial licenses
- Further development of ProVol training
- Management of ProVol Network, memberships, and the territories
- Organisation of network meetings
- Training, counseling services, onboarding, and support of UP and ECP
- Administration of membership fees
- Branding, marketing, and advertising ProVol
- Overall promotional activities
- Fundraising and financing
- Legal issues (e.g. licensing, membership)

The ProVol network works with a hierarchical structure comprising headquarters, basic partnerships, and extended partnerships. Each level offers distinct roles and responsibilities based on the extent of involvement and commitment:

Basic Partnership (ProVol UNIT):

Basic partners focus on building and managing a team of ProVol trainers, ensuring high-quality training delivery aligned with ProVol standards. Requirements include having at least 3 expert trainers with volunteering expertise, translating materials into the national language, and designating a contact person. Participation in train-the-trainer sessions and regular material updates are also mandatory.

Extended Partnership (ProVol EXPERT CENTER): Extended partners manage their team of ProVol trainers and have the authority to expand ProVol memberships within a region, state, or country. They can provide ProVol training and are responsible for implementing ProVol standards across their designated area. In addition to the basic partners' requirements, they must be available for at least 20 hours per week and provide detailed information about their organisation, including their plan for implementing ProVol. We recommend this partnership for larger, experienced organisations that have stable resources.

Headquarters (Volonteuropa)

The headquarters oversees strategic aspects of the ProVol network, including partner recruitment, training, and expansion. Responsibilities encompass:

- Granting operational rights for ProVol EXPERT CENTERS
- (Further) Developing ProVol materials and concepts
- Marketing and promoting ProVol initiatives
- Providing ongoing training, support, and quality assurance to partners
- Managing partnership territories and ensuring network-wide standards are maintained

SELF ASSESSMENT

Is your organisation ready to become part of the ProVol network? Find out by taking our self-assessment test. Simply check the statements that apply to your organisation: ✓

- The promotion of volunteering, active citizenship, and social cohesion are embedded in the vision and mission of our organisation.
- Our work is grounded in the values of respect for human rights, democracy, inclusion, integration, and the rule of law.
- We offer a tolerant and safe working environment respectful of diversity and human dignity, which are evident in our working practices and structural make-up.
- We actively support or implement volunteer activities and volunteer-led projects or activities.
- We take into account the situation and concerns of our volunteers in the development of our programmes.
- We call on the expertise of volunteers and volunteer coordinators while developing our programmes and activities. We develop key volunteer activities and practices in a participative manner with NGOs, volunteer coordinators, and volunteers.
- Training activities are provided on a regular basis.





- We can demonstrate the competence of our educational staff for value-based, non-formal educational activities with an international dimension.
- At least 25% of our training activities correspond to the profile of non-formal education.
- We have produced our own educational material.
- We have at least 3 ProVol trainers working for us (as employees, volunteers, or fee-based trainers), who cover all ten modules in total.
- We have at least one internal educational staff member responsible for ensuring conceptual coherence, quality assurance, and support for activities, including those run by external educational staff.
- Our ProVol trainers have participated in the ProVol Train-the-trainer-Training as well as in the regular ProVol training as participants.
- Our ProVol trainers are willing to participate in further training on international level in English.
- Our coordinator of the ProVol activities and our ProVol trainers understand and speak English (minimum B2 level).
- Our coordinator knows how to use Zoom, and online project management tools like Trello, Google Docs and Drive.



- We can translate all material into the national language and to adapt modules 1, 9, and 10 to national circumstances.
- We have a minimum infrastructure suitable for coordinating volunteer-led projects and activities: an office, PC, good internet connection, Zoom license, and necessary technical equipment.
- We have training facilities for at least 10 people and have the space for practicing different formats of interactive methodology activities.
- A responsible person with expertise can ensure that inquiries regarding ProVol are answered within 24 hours at the latest.
- We are available for at least 20 hours per week.
- We can demonstrate that relevant financial management and accountability mechanisms in conformity with national tax and not-for-profit regulations are in place.
- The centre has structured links and communication mechanisms with other NGOs at least on a local level.
- We exchange information with other actors in the field of volunteering (NGOs, professionals, volunteers), discussing the content and quality of their work.
- We have the capacity for a successful promotion of future ProVol training on local, regional, and national levels.

STEP BY STEP

Assessment process

Existing partners will review your situation, hold an online meeting with you, and create an evaluation report. The type of partnership and the length of the adaptation phase will be determined together.

Formal decision

Candidates can expect to be contacted about eligibility within three months of the submission of their expression of interest

Congratulations!

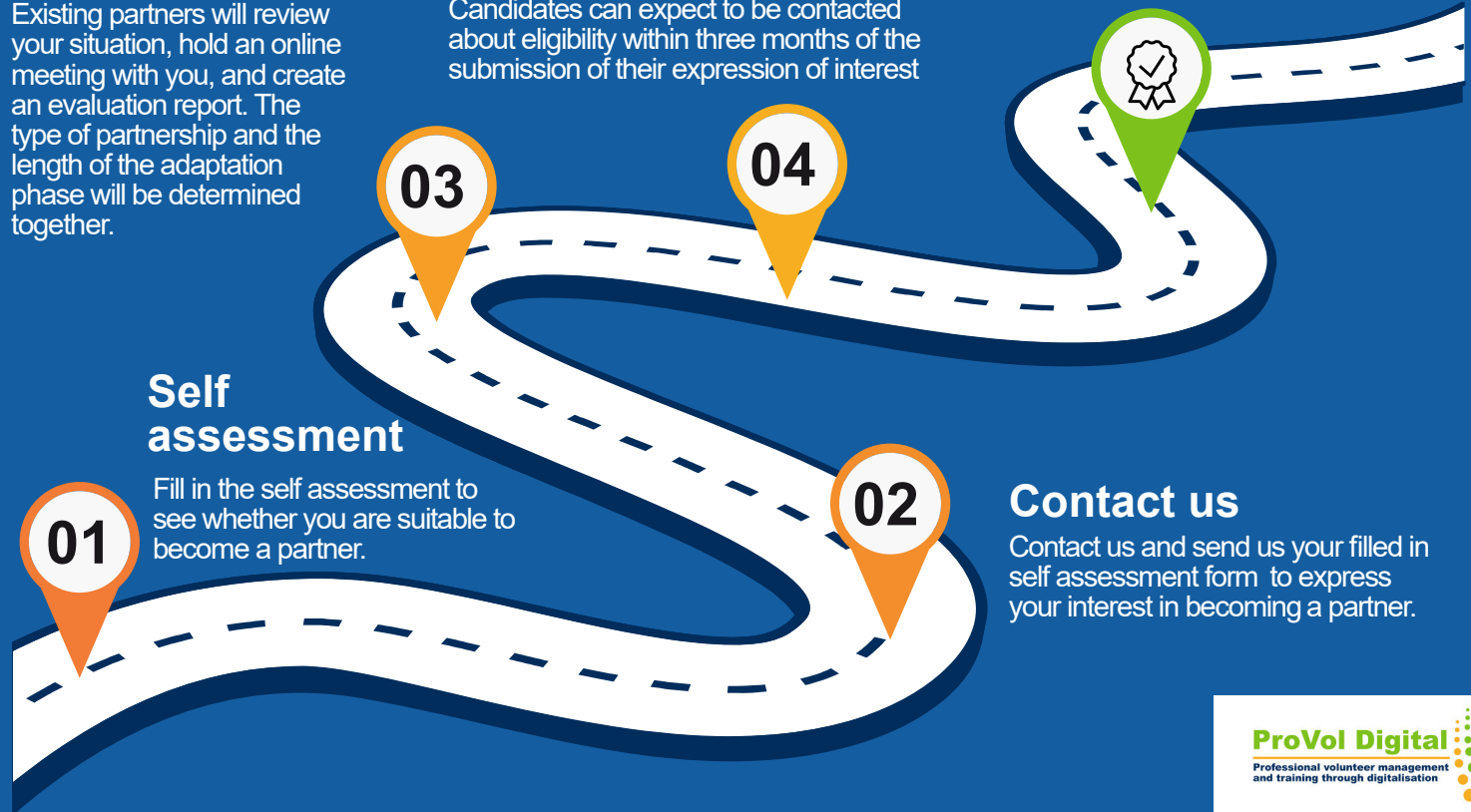
Your journey as a member of Volonteurope and the ProVol network begins now.

Self assessment

Fill in the self assessment to see whether you are suitable to become a partner.

Contact us

Contact us and send us your filled in self assessment form to express your interest in becoming a partner.





INTERESTED? CONTACT US!

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We appreciate your interest and hope to welcome you as a member of our ProVol network soon.

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ProVol Digital

Professional volunteer management
and training through digitalisation



ProVol Digital is a European project implemented by the following organisations:

Gemeinsam Leben und Lernen in Europa – Germany

Eb Projektmanagement – Austria

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– Czech Republic

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