

# PROFESSIONAL VOLUNTEERING IN EUROPE

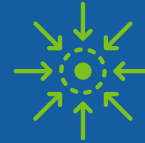
*Becoming a ProVol trainer*



# ABOUT THIS BOOKLET



FOR VOLUNTEERS AND  
VOLUNTEER COORDINATORS  
This booklet provides information  
to volunteers and volunteer  
coordinators about the benefits  
of becoming a Provol trainer and  
how to achieve this goal.



FOR NGOS  
A second booklet is specifically for  
NGOs, offering details on how they can  
become ProVol network partners,  
conduct training sessions, train new  
trainers, and benefit from our Europe-  
wide network. 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.

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

# OBJECTIVES

- 01** Providing high-quality, practice-oriented, standardised training for volunteer coordinators in Europe and beyond.
- 02** After the training, participants apply the gained skills, competences, 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.

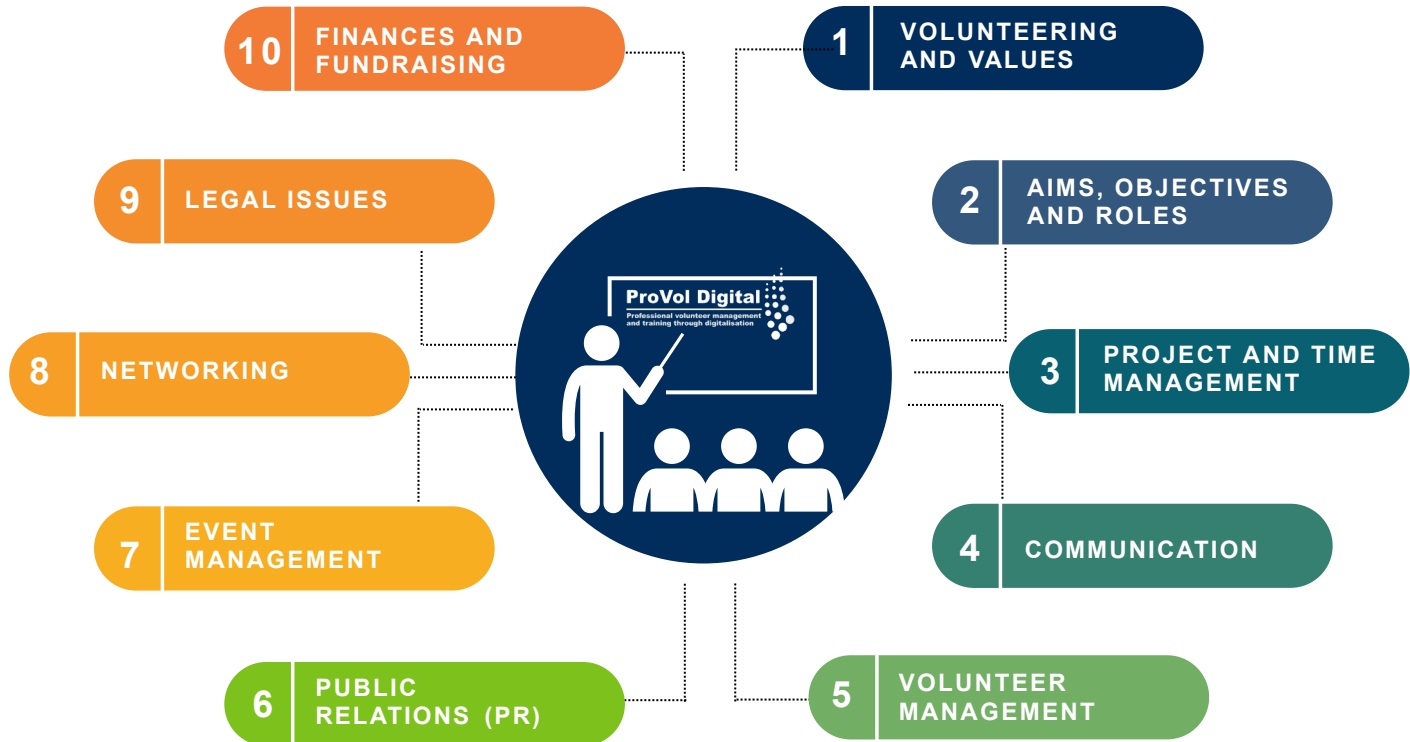
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In the first modules, they discuss exactly what they want to achieve as volunteers or, in the case of coordinators, by implementing volunteer led projects and activities. They also learn the necessary methods and tools to achieve these goals professionally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

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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 volunteer 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 recognizing 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 pathway of gaining work related skills and expertise of (potential) staff.



# OFFERS BENEFITS ON MULTIPLE LEVELS:



## FOR NGOS

It supports the 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 the 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.





# 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 TRAINERS

## BECOMING A PROVOL TRAINER

Are you eager to share your newfound knowledge after attending a ProVol training? Within the ProVol network, we not only deliver training but also identify new trainers and provide them with additional further training to become qualified ProVol trainers.

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There are two stages of ProVol trainers:  
As a trainer, you can lead sessions either for specific modules of your choice or for the entire training programme. With sufficient experience, you can become an expert trainer and even mentor new trainers yourself.

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

# BENEFITS OF BEING A PROVOL TRAINER

## *PERMISSION TO CONDUCT TRAINING*

As a certified trainer, you are part of our ProVol trainer pool. You have the autonomy to conduct training independently and can be requested by partner organisations within our network for training sessions.

## *ACCESS TO LEARNING RESOURCES*

As a trainer, you will be provided with participant handbooks, session plans, PowerPoint presentations, and online resources to ensure that you have everything needed to deliver effective training sessions.

## *CONTINUOUS IMPROVEMENT*

Continuous feedback and improvement ensure that the learning resources remain up-to-date with the latest developments in volunteer work and education. Regular training and support sessions for yourself and fellow ProVol trainers keep you updated on best practices and innovative approaches in the field.

## *EUROPEAN NETWORK*

Being part of a network of ProVol trainers allows you to exchange knowledge, experiences, and best practices with peers across Europe.

## *SUPPORT*

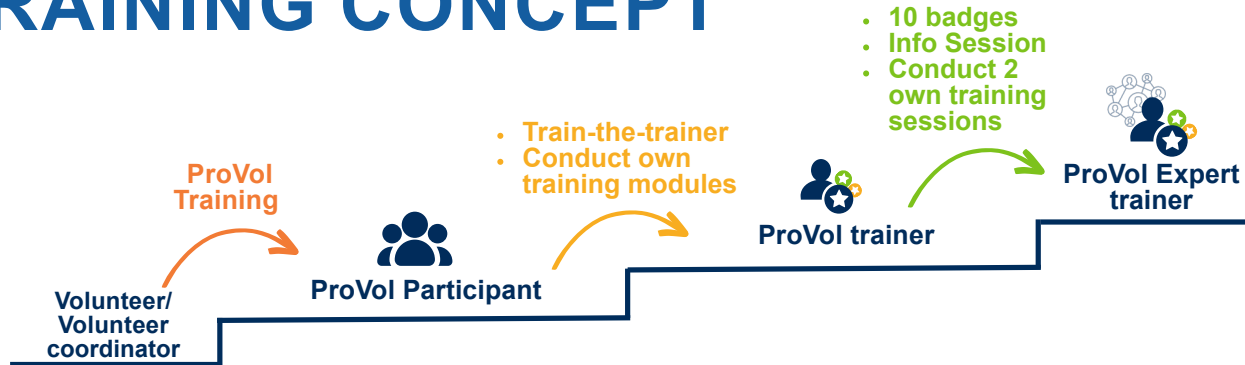
Experienced trainers support you with any questions or issues you may have, guiding you through the execution of the training programme.

**ProVol Digital**

Professional volunteer management  
and training through digitalisation



# TRAINING CONCEPT



**Aim**

Participants apply knowledge in own volunteering and as volunteer coordinator

Trainers can provide ProVol training and are part of our pool of certified trainers.

Expert trainers can provide training, are part of our pool of certified trainers and can train new trainers.

**Requirements**

- Registration
- Let us know how you applied the knowledge gained

- Participation in Train-the-trainer
- Badge system: You conduct a module supervised by a senior trainer. Earn a badge for each successfully led module, granting autonomy for future modules.

- Have all 10 badges
- Participation in Info session about ProVol Structure
- Successful implementation of 2 ProVol training sessions

**What will you get?**

Handbook

Handbook + Curricula + PPTs, updated versions

Handbook + Curricula + PPTs, updated versions

- Participant Certificate (75% completed)
- Information about new training opportunities and participation options

- Trainer certificate
- Licence valid for 3 years (can be renewed by participating in updated training)
- Pool of trainers, placement

- Permanent access to all current information
- Cooperation in ProVol network

## There are three different levels how you can be involved in the ProVol training:



**ProVol participants** take part in the training and use their new knowledge in their volunteer work or as volunteer coordinators. To join, they must register for the training. We encourage participants to share their feedback with us. Participants receive a handbook, a certificate of participation if they complete 75% of the modules, and information about new training opportunities.



**ProVol trainers** are certified trainers who can conduct training sessions on their own. To become a trainer, they must participate in at least 7 of the 10 modules and in a train-the-trainer session. They have the opportunity to become a trainer for the whole ProVol training or for individual modules (badge system). The first training they conduct is supervised by other ProVol trainers. For each successfully conducted module, they receive a badge to run it independently. This way, they will become part of the certified ProVol trainers pool. They will receive all the materials, including handbooks, PowerPoints, and session plans.



**ProVol expert trainers** are certified trainers who can conduct training sessions and train new trainers on their own. To become an expert trainer, they must participate in all 10 modules, the train-the-trainer session, and conduct two training sessions independently. They receive a handbook, curricula, updated PowerPoint presentations, permanent access to all current information, and opportunities to cooperate within the ProVol network

# TRAINER REQUIREMENTS

A ProVol trainer needs to have a good knowledge and practical experience in volunteering and adult education. This involves utilising diverse information sources and the ability for critical thinking as well as self-reflection, dealing constructively with contrasting opinions, and respecting diverse perspectives. It is important that a ProVol trainer is integrating our values and beliefs in the training.

Additionally, they should support learners in developing critical thinking as a key aspect, encompassing integrity, non-judgmental awareness, and sensitivity to learners' values. The goal is to promote civic engagement, raise awareness about its dimensions, and use diversity as a learning source.

Furthermore, the application of democracy and human rights principles needs to be emphasised, encouraging learners to participate in democratic processes. This involves creating a democratic learning community, ensuring consistency with human rights principles, and actively addressing these principles in the educational approach. Overall, the requirements aim to foster a comprehensive and inclusive approach to education that aligns with democratic values and civic engagement.

They need to speak English (at least B1 level) to be able to participate in the train-the-trainer programme and additional training and to understand updates of the training programme.

# SELF ASSESSMENT

Are you ready to become a ProVol trainer? Find out by taking our self-assessment test. Simply check the statements that apply to you:

- I have completed a minimum of 7 modules in the ProVol training program.
- I am eager to enroll in the train-the-trainer course.
- I have dedicated my time to volunteering.
- I have experience as a trainer/educator
- I possess practical teaching techniques that I can effectively utilise.
- I have sufficient digital competences to conduct online training sessions.
- I am a socially competent person who is able to relate well to a wide variety of people and to lead them cooperatively
- I have sufficient English language skills (minimum B1)



If all statements apply to you, you can take the next step and participate in a train-the-trainer session.





# TRAIN THE TRAINER

To ensure that ProVol trainers are optimally prepared for their roles, they must participate in a Train-the-Trainer course. This training course takes of 40 hours, divided into 20 hours of in-person sessions and approximately 20 hours of self-learning. The self-learning sessions can be scheduled by the future trainers according to their knowledge and experience. However, there are assignments that need to be submitted to already accredited trainers. This ensures that all trainers meet the ProVol standards and conduct training according to ProVol's vision. The Train-the-Trainer course includes the following modules:

- 01 Vision, objectives, and content of the ProVol training
- 02 ProVol values    03 Trainers' competences
- 04 Preparation for training    05 Implementation of the training
- 06 Evaluation of the training    07 Impact measurement



# STEP BY STEP

## Train-the-trainer

Participate in a train-the-trainer course.

## ProVol Training

Participate in the ProVol training.

## ProVol Training

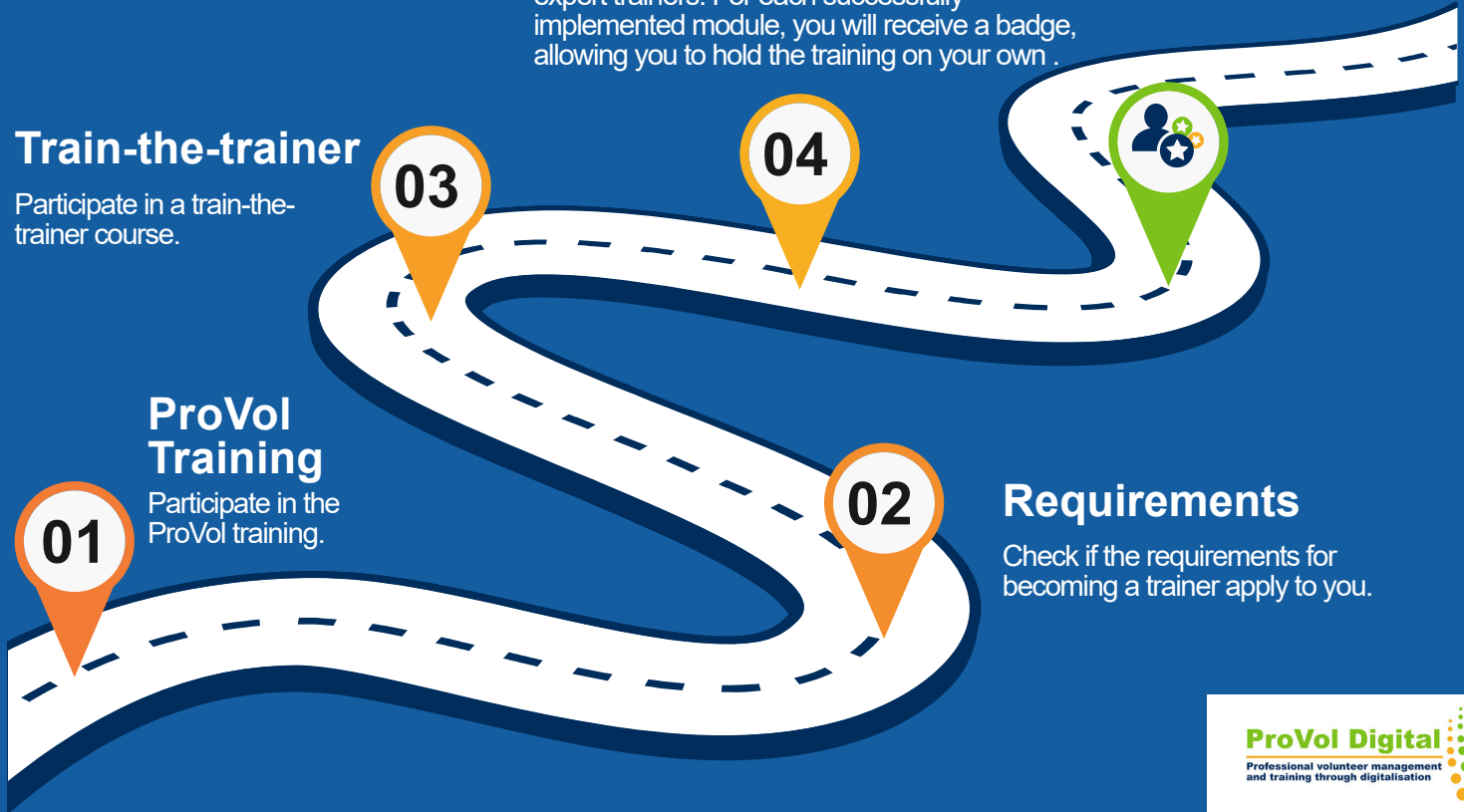
Hold a training module, supervised by one of our expert trainers. For each successfully implemented module, you will receive a badge, allowing you to hold the training on your own.

## Congratulations!

You are now a certified ProVol trainer.

## Requirements

Check if the requirements for becoming a trainer apply to you.



# INTERESTED? CONTACT US!

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

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**ProVol Digital**  
Professional volunteer management  
and training through digitalisation

# 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  
Dobrovolnické Centrum Ústí Nad Labem, c.z.  
– Czech Republic  
Centrul de Voluntariat Cluj-Napoca – Romania.



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