OUR ROUTE TO LEARNING PATHWAYS

WELCOME & INTRODUCTIONS

- Who we are
- History of e-learning in Royal Voluntary Service
- Starting with learning pathways
- Our future plans
- Takeaway hints and tips

W·V·S

WHO WE ARE

NHS VOLUNTEER RESPONDERS

DELIVERED BY ROYAL VOLUNTARY SERVICE

GoodSAM Instant.Help

NHS

80 years of CARING

The largest volunteer organisation in the UK, the Royal Voluntary Service continues to help those in need. Melonie Clarke pays tribute to the charity's work in this celebratory year

'Knowing that I'm making a difference is what motivates me and keeps me going. I can't imagine not doing this'

LEARNING PATHWAYS… the beginning

2005

- Limited content
- Externally developed or provided by CLC
- No authoring tool
- Everyone can access everything

No learning pathways

2018

- Developing our own material
- Site needed a revamp/relaunch

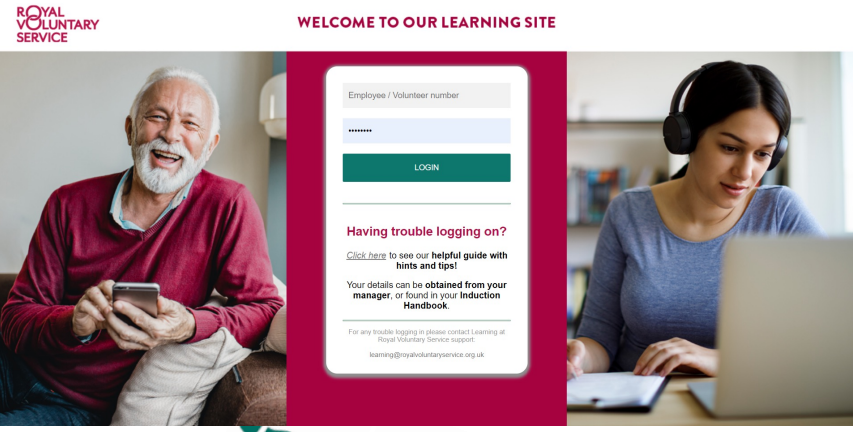
Some learning pathways

LEARNING PATHWAYS… the middle

Volunteers

Compliance Matrix

Employees



COMPLIANCE MATRIX

Operational Employee Compliance Training Matrix

KEY
W - Workbook
O - E-Learning module available
C - Classroom course

E - Essential
R – Recommended
FE – Essential for those in a Food Environment only
RVS - RVS Systems users/email users only
(NS–E) - NEW STARTERS ONLY

	Level	Philosophy & Principles of Volunteering	Introduction to Health and Safety	Health and Safety L1	Health and Safety L2	Health and Safety L3	COSHH	Mental Health Awareness	Safeguarding Level 1 New Starters ONLY	Safeguarding Level 2 New Starters ONLY	Equality at RVS New Starters ONLY	Data Protection	Fraud Awareness	Cyber Awareness	Understanding Dementia	Fundraising Fundamentals	Manual Handling	Food Safety Introduction	Allergens	Food Safety Level 1	Food Safety Level 2	Food Safety Level 3	Annual – Data Protection Refresher	Annual - Food Safety Refresher
		O	W	O	O	O	O	O	O	C	O	O	O	O	O	O	O	W	O	O	O	O	O	O
Expiry dates (years)		N/A	N/A	3	3	3	N/A	N/A	3	3	3	3	3	1	N/A	N/A	N/A	N/A	N/A	3	3	3	1	1
Head of Operations (Ret & Comm)	1	E	E			E		E	NS-E	NS-E	NS-E	E	E	E	E	E						E	E	E
Commissioned Service Ops Man	2	E	E			E	FE	E	NS-E	NS-E	NS-E	E	E	E	E	E		FE	FE			FE	E	FE
Services Welfare Managers	3	E	E		E			E	NS-E	NS-E	NS-E	E	E	E	R								E	
Services Welfare Officers	4	E	E	E				E	NS-E	NS-E	NS-E	E	E	RVS	R					E			E	E
Retail Area & Retail Support Manager	5	E	E			E	E	E	NS-E	NS-E	NS-E	E	E	E	E	E			E			E	E	E
Retail Service & Deputy Manager	6	E	E		E		E	E	NS-E	NS-E	NS-E	E	E	E	E	E	E	E	E	E	E		E	E
Service/Deputy Managers & Community Engagement Development Worker	7	E	E		E		FE	E	NS-E	NS-E	NS-E	E	E	E	E	E		FE	FE		FE		E	FE
Retail Employees	8	E	E	E			E	E	NS-E		NS-E	E	E	RVS	E		E	E	E	E			E	E
Other operational employees	9	E	E	E			FE	E	NS-E		NS-E	E	E	RVS	E			FE	FE	FE			E	FE
Prime Cooks (including retail)	10	E	E	E	E		E	E	NS-E		NS-E	E	E	RVS	E			E	E		E		E	E

ACCESING A PATHWAY

Welcome to our Learning site

The link to all of your learning can be found below

Need help finding your way around the site?

A handy **site map** can be found in the **Help & Support** section on the Home tab at the top of the page

If you experience any issues with the Learning site, or the e-learning modules, then please don't hesitate in contacting us at: learning@royalvoluntaryservice.org.uk

My Learning

I'm a Volunteer

0% complete No Tracking

I'm an Employee

0% complete No Tracking

New starter

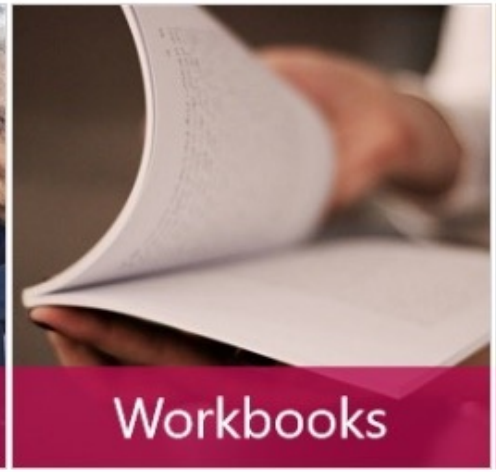
0% complete Not Started

ACCESING A PATHWAY

ROYAL VOLUNTARY SERVICE

Training Resources

Click on the categories below to access your **e-learning** and your training resources!



Here you will find:

- **Health & Safety Level 1 module**
- **Manual Handling module**
- **COSHH module**

Here you will find:

- **Safeguarding Level 1 module**
- **Equality at RVS module**
- **Data Protection module**
- **Fraud Awareness module**

Here you will find **dementia training** to help you better support those living with dementia and their carers.

Here you will find:

- **Mental Health Awareness module**
- **Move It Or Lose It module**

ACCESING A PATHWAY

ROYAL VOLUNTARY SERVICE

- Care & Protect
- Keeping You Safe & Lega...
  - Keeping You Safe & Legal ...
- Data Protection
  - Data Protection-ONLINE
  - Data Protection Quiz-... 🔒
  - Data Protection Certifi... 🔒
- Equality at RVS
  - Equality-ONLINE
  - Equality Quiz-ONLINE
  - Equality at RVS Certific... 🔒
  - Equality-ONLINE OLD
- Fraud Awareness
  - Fraud Awareness-ONLINE
  - Fraud Awareness Quiz... 🔒
  - Fraud Awareness Certif... 🔒
  - Fraud Awareness-ONLINE ...
  - Fraud Awareness Quiz-ON...

Care & Protect

Back

Keeping You Safe & Legal Handbook

This handbook provides you with an overview of five key knowledge areas that will support you in your volunteering with Royal Voluntary Service. We want you to feel confident, competent and safe in your volunteering role. We also need to comply with laws that are there to protect you and the people you support.

FILE
Keeping You Safe & Legal Handbook

Data Protection

SCORM PACKAGE
Data Protection-ONLINE

To do: View

To do: Complete or pass the activity

QUIZ
Data Protection Quiz-ONLINE

Mark as done

🔒 Not available unless: The activity **Data Protection-ONLINE** is marked complete

LEARNING PATHWAYS

A learning pathway is a carefully constructed route through your training programme

A Learning Path will provide several courses focused around a larger topic

Learning pathway is described as the chosen route taken by a learner through a range of (commonly) e-learning activities

LEARNINGS FROM ATTEMPT 1

Not ‘true’ pathways

Listen to CLC – Don’t go rogue

Double the work with updates & maintenance

What we hoped would improve user experience, added levels of complexity

WHAT DO WE NEED?

ROYAL VOLUNTARY SERVICE

Move balance away from information giving towards skills development

1. Managers to take responsibility for their own learning
2. Individualised development routes
3. Some content may be mandatory dependant on role
4. Supported by Line Managers and support functions (HR, L&D & Volunteering)
5. Performance management is an everyday activity

Provide a modular, blended programme which is flexible

1. 70:20:20 model
2. Varied learning activities
   a) Online
   b) Virtual classrooms
   c) Traditional classrooms
   d) Self led learning
   e) On job learning
   f) Shadowing/Mentoring

Meets the needs of managers at different stages of development

1. **Core -** Essential training to care & protect you, your team and Royal Voluntary Service
2. **Success -** Optional training activity that will enable you to be more confident and competent in your role
3. **Growth -** Optional training activity that will enable you to build your skills, reach your potential and support charity sustainability

OUR FUTURE PLANS – Management & Leadership Development

ROYAL VOLUNTARY SERVICE

New Managers joining the Charity

Existing Managers

People stepping into Management

Employees aspiring to be manager

Growth

Success

Core

Health & Community

Retail

Central Services

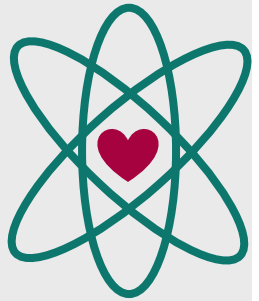
Managing Volunteers

Managing Employees

CONTENT

Core

New Managers Induction - Using iTrent
Equality Diversity & Inclusion & Inclusive Leadership - Safeguarding Level 2
Stepping Into Management - Communication Skills
Inspiring and Enabling our Volunteers - Volunteer Management System



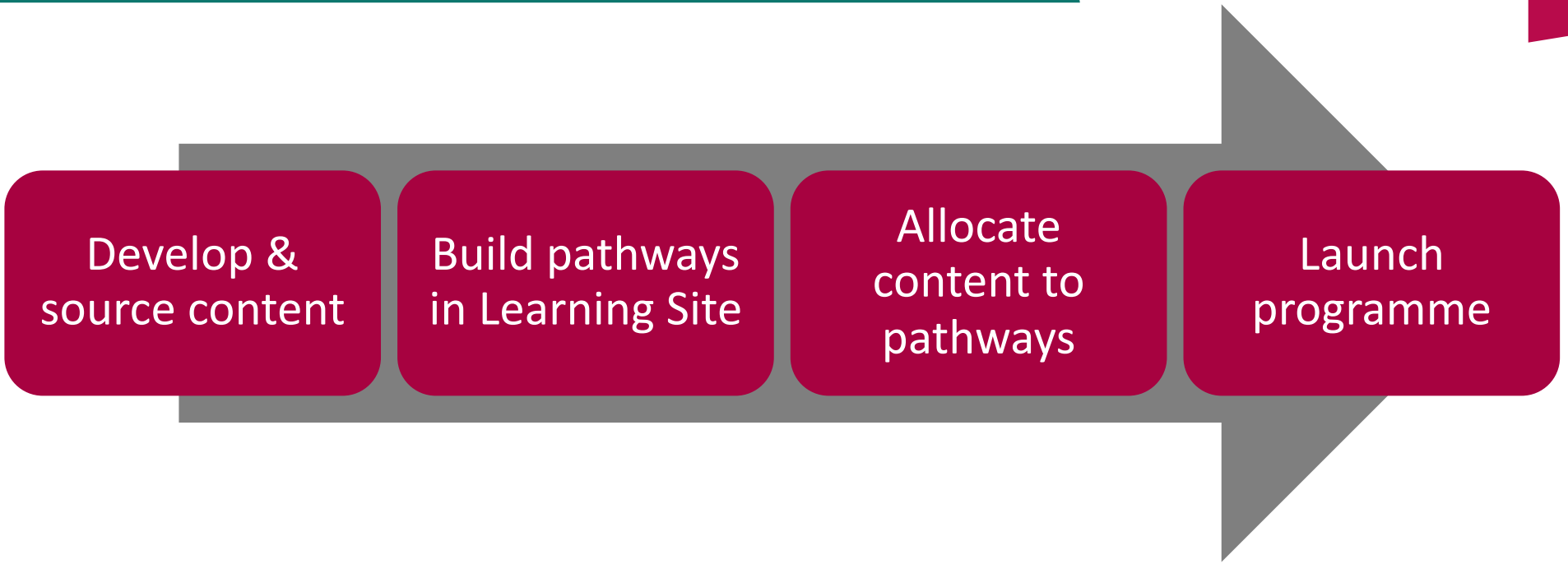
Success

Managing Yourself & Your Development (Learning from Experience & Peer Learning)
Managing your Service (Budgets, Reports, Presentation Skills, Project Mgmt)
Managing People (Recruitment & selection, Managing People, Remote Mgmt, Managing Performance, Coaching, Difficult Conversations, Team Wellbeing, Team Meetings, Team Development

Growth

Strategy and culture
Managing a high performing team- Talent Development - Managing Change
Innovation and creativity - Influencing skills/Networking - Working collaboratively
Action Learnings sets - Formal Coaching/ Mentoring

NEXT STEPS & TAKEAWAYS



- Really think about your pathways and what you want them to achieve
- Fully understand the functionality and what the site is capable of before making changes
- Keep things simple and think of the end user