

EXAMPLE VOLUNTEER TRAINING NEEDS FORM



The following example is based on an office-based or administration role, but you can list any tasks dependent on the role that the volunteer is involved in, to help identify where their confidence levels are and enable you to target training and support appropriately.

Name:

Start date:

Task	Competent	Getting there	Need Support	Haven't tried this	Not sure what this is?
BASIC TASK					
How to turn on computer and log into the system					
How to log into my folder and book my session/log my hours					
Where to find core documents folder					
Know where to find the office manual					
VERBAL COMMUNICATION					
Verbal communication					
Answering the phone					
Talking to customers about our organisation					
Talking to people about what we do and when					
What to do if someone phones asking for a member of staff and they are not in work					
EMAIL/COMPUTER WORK					
Answer an enquiry about how to volunteer with us					
Emailing people a registration form					
Know how to add a new person to our database					
Know what to do with emails in the main email account					
How to produce an advert for the notice board					