

Policies and Procedures

Policies and Procedures, is intended for volunteer based organizations. This program is designed to provide an overview of the policies and procedures that should be in place within a volunteer organization.

The course consists of the following units:

Unit One	An Introduction
Unit Two	Organizational Policies
Unit Three	Volunteer Management Policies
Unit Four	Standards of Practice

Course Objectives:

Upon completion of the course, participants should be able to:

- Define and differentiate between policies and procedures;
- Recognize the importance of having clear, written policies and procedures;
- Identify the three types of policies which should be in place within an organization;
- Recognize the value of involving all sectors of the organization in the policy development process;
- Know how to prioritize policy development and how to define specific policy requirement;
- List the steps involved in developing a policy;
- Identify and describe organizational policies, including: mission statements, vision statements and values statements;
- List the volunteer management policies which should be in place within an organization and understand the purpose of each policy;
- Define standards;
- Explain the roles Standards of Practice play within an organization;
- Identify ways of encouraging volunteers to incorporate the organization's Standards of Practice into their work.

Evaluation Process:

At the end of each unit, there is a quiz that each course participant must successfully challenge with a passing grade to complete the course.

Course Duration:

The course is self paced so course duration will depend on the individual participant and their prior knowledge base with the course subject matter. On average, the course will take between 2-4 hours to complete.

Who Should Take the Course?

The course is intended for volunteer-based organizations and is beneficial to any employee or volunteer within an organization.