



**Advancing Competences in the European Senior Service Sector  
(2014-1-CZ01-KA202-002058)**

**Training course Senior Service Worker: MODULE 7**

**SYLLABUS**

<i>Section I: General course information</i>
<b>Name of the course and identification</b>
Volunteer coordination in community based settings for the elderly – M7
<b>Location</b>
Classroom, field work, remote access on-line
<b>Workload</b>
Total 120 hours: <ul style="list-style-type: none"> <li>• Classroom training: 40 hours</li> <li>• Practical training: 40 hours</li> <li>• Self-/on-line study: 40 hours</li> </ul>
<b>Certification</b>
Upon successful course completion graduates receive a transnational certification of completing Module 7.
<i>Section II: Purpose of the course</i>
<b>Course description</b>
Working with volunteers in community is one of the core tasks of a senior service worker. Therefore this module focusses on the foundations of volunteering management. The participants acquire needed knowledge, skills and competences to find, qualify, support, lead and acknowledge volunteers in their engagement in the community.
<b>Course outcomes</b>
The participants acquire <b>Knowledge</b> <ul style="list-style-type: none"> <li>• Theoretical and factual knowledge of concepts of volunteering;</li> <li>• Specialized knowledge of project management in the field of volunteering;</li> <li>• Specialized knowledge of mentoring concepts in the field of volunteering.</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• Skills to promote, develop, organize and evaluate volunteering in the community;</li> <li>• Training on the job, motivating volunteers, appreciation of volunteering;</li> <li>• Range of skills to develop creative solutions and to arbitrate in conflicts;</li> <li>• Cooperate with non-professionals and professionals in the community.</li> </ul> <b>Abilities</b>



- Application of mentoring techniques in volunteering;
- Review and develop performance of self and others in the work field;
- Applying project management skills in the field of volunteering.

**Course goals**

Course graduates will be able to perform the following work functions in the senior service:

- Conducting effective communication with current and potential volunteers, employing effective approach in communication;
- Theory, concepts and terms of volunteering;
- Public relation with regard to search volunteers;
- Development of volunteer-agreements;
- Project management with regard to volunteering;
- Concepts and methods of mentoring and training on the job;
- Principles of appreciation;
- Learning and collecting information with the goal of continuous professional development

**Key competences**

Achieving course objectives will be substantially supported by additional development of the following key competences (transversal competences) during the course:

- Communication in native language <sup>1)</sup>
- Cultural awareness <sup>2)</sup>
- Social and civic competences <sup>3)</sup>
- Digital competence <sup>4)</sup>
- Learning to learn <sup>5)</sup>

**Course pre-requisites**

To enter this course the following conditions apply to candidates:

1. Either a previous vocational training in a related field of study; or
2. Successful completion of the Basic Module.

Additionally, it is strongly recommended that course candidates have completed the M5 module (Networking in community based settings for the elderly).

*Section III: The learning environment*

**Teaching methods**

Classroom education

- theoretical and practical instruction
- case and project work
- practical exercises
- blended learning

Practical training

- work-based training in HCBS
- field trips

On-line training

- self-study (e-learning)



- on-line testing and assessments

**Required materials**

Trainee manual for the course, provided by ACE partnership

*Section IV: Time schedule/course plan*

**Learning units and allocated time**

	class hrs.	field hrs.	self-hrs.
Theory, concepts and terms of volunteering	3		2
Project management with regard to volunteering	17	20	13
Concepts and methods of mentoring and training on the job	5		6
Concepts, core activities and institutional framework in volunteering	12	20	14
Concepts and methods of learning and study techniques	3		5
Total:	40	40	40

**Course programme**

The course will start with a 40 hour in-class instruction block. It will be followed by course field work. Each trainee will get a mentor assigned to him/her for the remaining duration of the course, who will guide the trainee throughout 40-hour practical activities of the course. After completing the field work portion of the training the rest of training will take place in self-learning form online for another 40 hours.

*Section V: Assessment/Examination procedures*

**Assessments**

Each in-class learning unit will be completed by an examination unit, which will verify trainees' progress towards accomplishing the course objectives.

The following formats may be utilized during testing/assessments:

- on-line testing (multiple choice method)
- writing a paper/essay (to be submitted on-line)
- written examination (in-class)
- oral examination

There will be a separate examination procedure conducted for course field work. Assessments will consist of:

- field work review of the trainee by a coach/mentor
- field work report
- project case study presentation and defence

**Grading**

To complete the course students must pass all prescribed tests/assessments.

**Class presence policy**

In accordance with the local standards.



Erasmus+



<i>Section VI: Additional information</i>
<b>On-line course access</b>
Students will have an account set up to facilitate their e-learning self-study, blended learning and on-line testing during the course.
<b>Field coursework</b>
There is no fixed format of the course field work. It may take place under various arrangements, provided required time allocation is fulfilled and study topics covered.
<b>Special needs</b>
Provisions may be arranged to accommodate disabled students in order to take part in the course.

- 1) **Communication in native language** is the ability to express and interpret concepts, thoughts, feelings, facts and opinions in both oral and written form (listening, speaking, reading and writing) and to interact linguistically in an appropriate and creative way in a full range of societal and cultural contexts;
- 2) **Cultural awareness** involves appreciation of the importance of the creative expression of ideas, experiences and emotions in a range of media (music, performing arts, literature and the visual arts).
- 3) **Social and civic competences.** Social competence refers to personal, interpersonal and intercultural competence and all forms of behaviour that equip individuals to participate in an effective and constructive way in social and working life. It is linked to personal and social well-being. An understanding of codes of conduct and customs in the different environments in which individuals operate is essential. Civic competence, and particularly knowledge of social and political concepts and structures (democracy, justice, equality, citizenship and civil rights), equips individuals to engage in active and democratic participation.
- 4) **Digital competence** involves the confident and critical use of information society technology and thus basic skills in information and communication technology.
- 5) **Learning to learn** is related to learning, the ability to pursue and organise one's own learning, either individually or in groups, in accordance with one's own needs, and awareness of methods and opportunities.