

What is the Volunteer Learning Passport?



The Volunteer Learning Passport allows your volunteers to complete 6 e-learning sessions to enable them to feel confident in their volunteering role. It also enables your organisation to provide consistent training as well as recognising the vital role that your volunteer's play.

The following e-learning sessions are available:

1. Data Security Awareness
2. Equality and Diversity
3. Fire Safety
4. Health and Safety
5. Safeguarding Adults
6. Safeguarding Children

1. How will my volunteers view the sessions?

There are two options available to your organisation:

- Volunteers will access via **volunteers.e-lfh.org.uk** and will need to register on the e-LfH in order to do this. Details of how to do this are within the Quick Start Guide for Users.
- If your organisation has its own learning management system (LMS), then you can access the sessions via AICC links. More details can be found in document *AICC Remote Launching v1.2.pdf*. Our Support Team can help you set this up if needed. Please email support@e-lfh.org.uk

2. Can I send specific guidance to my volunteers?

Yes, if you are part of the Pilot, you will have been sent an editable word version of the '**Quick Start Guide for Volunteers**'. You can edit this to include your organisation details so that user has a clear step by step guide that is specific to your volunteering organisation. If you have not received this and are part of the Pilot programme, then please contact your main contact at Lancashire Pennine.

3. User Registration Options – Advice for your volunteers.

Library Volunteer (Community)
Volunteer (Administrative and Clerical)
Volunteer (Community)
Volunteer (Education)
Volunteer (Justice)
Volunteer (Social Care Sector)
Volunteer Faith Group Worker (Community)

Users will be asked to complete their 'current role' as part of the registration process. The following 'volunteer' roles are available. Please advise your volunteer which of these they should select.

4. Users need to also complete the 'Organisation Name' so that your organisation can download a report to show the activity of your volunteers.

Please advise your volunteer which of the following Pilot organisations they need to type. This is a free text box so please ensure that they type exactly as they appear below. If your organisation sits under the umbrella of one of these, then please ensure that your volunteer is aware of this. You can also ask them to insert your specific organisation name.

Pilot organisations:

- Advocacy Focus
- Blackburn Community CVS (Community & Voluntary Services)
- Blackburn with Darwen Council
- Blackburn with Darwen Healthwatch
- Burnley, Pendle & Rossendale CVS (Community & Voluntary Services)
- East Lancashire Hospitals NHS Trust
- Families, Health and Wellbeing Consortium
- Hyndburn & Ribble CVS (Community & Voluntary Services)
- Lancashire Care NHS Foundation Trust
- Lancashire Volunteer Partnership

Registration Details

Your details	
Email address <input type="text" value="joe.bloggs@email.com"/>	Secondary email address <input type="text" value="Joe@otheremail.com"/>
First name <input type="text" value="Joe"/>	Preferred name <input type="text"/>
Last name <input type="text" value="Bloggs"/>	Country <input type="text" value="England"/>
	Region <input type="text" value="North West"/>

Your Current Role	
Job Role (Staff Group) <input type="text" value="Volunteer (Community)"/>	<input type="button" value="Search"/>
Organisation Name <input type="text" value="Lancashire Volunteer Partnership"/>	

5. How do I see my volunteer's certificate of completion?

Once the volunteer has viewed the session and passed the Knowledge quiz, they will see a certificate icon that has a yellow seal (see below) next to the relevant folder (not next to the actual session). They can then click on this to open up the PDF document.

They can also see all their certificates by going to 'My Activity' and select '**Certificates**'.

<http://support.e-lfh.org.uk/my-activity/certificates/>

6. How do I access reports on my volunteer's activity?

There are several options here.

1. Your volunteer can choose to share their activity with you via 'reporting permissions'. See details here: <https://support.e-lfh.org.uk/my-account/reporting-permissions/>
2. You can ask your volunteer to email you a copy of their PDF certificate. See the editable document to insert the email address that you would like them to send to. They can also choose to print out.

If you have any queries regarding the above, please email support@e-lfh.org.uk and state the programme name 'Volunteer Learning Passport'.