



# The Volunteer Academy

## FAQ's

### **What is AP4U & Learning Curve?**

AP4U and Learning Curve work in partnership to deliver excellent training courses for learners all across the UK. They work with a wide range of employees to engage with individuals to undertake courses they offer. Learning Curve have a 94% completion rate for these courses and their delivery team have been rated 'Outstanding' by OFSTED for learners on this flexible learning provision.

### **What courses are available?**

There are over 30 wide ranging courses available, including subjects such as Understanding Children & Young People's Mental Health, Retail Operations, Warehousing & Storage, Understanding Autism & Principles of Team Leading. The courses available can be seen on the posters in the Volunteer Management Toolkit. *Please note there is a different course list for England & Scotland.*

### **Has the course got to relate to the volunteering I do with Barnardo's?**

Whilst we would encourage volunteers to undertake courses that complement their volunteering role with Barnardo's, all courses are available to all eligible volunteers. Therefore if you have a specific interest in a course that may not directly link to your role, go for it! We want volunteers to undertake courses that they are interested in.

### **What does it cost?**

For eligible volunteers, there is NO COST of the Level 2 courses.

### **What is the process to do a Level 2 course?**

Initially, the volunteer will need to contact AP4U on 07825 879513 or [barnardos@ap4u.co.uk](mailto:barnardos@ap4u.co.uk). AP4U will then manage the process from induction to completion.

Induction & learning will be done online in most cases, but if you would prefer a face-to-face meeting and hardcopy workbook, AP4U will be able to assist with this.

Work is completed in your own time, and you are given 6 weeks (ish) to complete the work. You can work at your own pace so can finish within the 6 weeks if you prefer to.

### **Am I eligible to complete a free Level 2 course?**

AP4U will complete all eligibility checks on our behalf. Briefly, the eligibility to complete a course for someone living in England is Aged 19+ and lived within the EU for 3+ years. In Scotland, you must be aged 17+ and have lived within the EU for 3+ years.



**I am a volunteer in Retail/Children's Services/Fundraising/Other; can I still do a Level 2 course?**

If you are a registered volunteer with Barnardo's, these courses are available to you! We wanted to reach out to the greatest number of volunteers possible, and as such we are offering it out to volunteers in all areas of the organisation.

**What are the benefits?**

All the courses lead to Nationally Recognised Qualifications. Through undertaking these courses volunteers will be able to support each other who may be experiencing difficulties, upskilling and empowering them. Barnardo's values the contributions of everyone who volunteers for Barnardo's – whether directly with children, young people and their families, or in areas such as fundraising, retail, administration or support services; and these opportunities will support their personal development and displays our commitment to the learning and development of our volunteer workforce.

**I am a Team Manager/Volunteer Co-ordinator/Shop Manager, have I got to do anything?**

We are asking employees who work with or supervise volunteers to make them aware of this fantastic opportunity. Your volunteer may need some help/advice during the initial contact stage of the process; please support them with contacting AP4U. Following this, your involvement is minimal, as all support around learning is provided by AP4U and Learning Curve.

**Can I do more than one course?**

There is no limit to the amount of Level 2 courses you can complete. When you have completed one course, please contact AP4U who will advise how to enroll onto a new course.

**I live in Wales or Northern Ireland, why can't I do a course?**

The Level 2 courses offered by AP4U are government funded, and as such their delivery has been restricted to England & Scotland. The Volunteering & Community Engagement Team are exploring opportunities for our volunteers who reside in Wales and Northern Ireland.

**Do these courses replace Barnardo's Mandatory Training?**

No! The Level 2 courses on offer, are additional learning and training opportunities for our volunteers.

**What happens if a volunteer leaves before completing a course?**

This is not an issue, as the learning agreement is between the learner and AP4U.

**Do you have further plans to expand The Volunteer Academy?**

The Volunteering & Community Engagement team are constantly working to improve the experience we offer for volunteers. As such, we hope to be able to add to the courses currently available. If you have any suggestions for courses etc. please get in touch with Ben Hughes (EDI Volunteering Officer) at [ben.hughes@barnardos.org.uk](mailto:ben.hughes@barnardos.org.uk)

**I have a question that hasn't been answered above?**

Please contact AP4U directly on 07825 879513 or [barnardos@ap4u.co.uk](mailto:barnardos@ap4u.co.uk), or contact Ben Hughes (EDI Volunteering Officer) on [ben.hughes@barnardos.org.uk](mailto:ben.hughes@barnardos.org.uk)