National Volunteer Certificate Standards

Standard 2 - Communication

e-LfH sessions   Conflict resolution for volunteers, Data security awareness for volunteers, Communications for volunteers

	The Volunteer knows and understands:	The volunteer is able to:
2.1 Verbal, non-verbal communication	• a) How to access training on communication skills • b) The different ways that people communicate with each other • c) How communication affects relationships • d) Ways to recognise an individual's communication and language needs, wishes and preferences • e) Verbal communication including tone and volume, jargon, slang • f) Non-verbal communication including position/proximity, eye contact, body language, touch, signs, symbols and pictures, writing and objects of reference • g) Use of human and technical aids e.g. hearing aids, picture cards • h) How to check understanding • i) Where communication may take place including face to face, by telephone or text, by email, internet or social networks, by written reports or letters, considering the impact of different methods	• a) Use appropriate verbal and non-verbal communication • b) Report any concerns about communication, communication aids or
2.2 Confidentiality	• a) What confidentiality means in relation to their own role • b) Ways to maintain confidentiality in day-to-day communication • c) Situations where information, normally considered to be confidential, might need to be passed on • d) Who they should ask for advice and support about confidentiality	• a) Maintain confidentiality in line with the organisation's policy and key national principles
2.3 Consent	• a) What consent means in relation to their own role • b) Ways of obtaining consent • c) Where and how to seek advice about consent	• a) Obtain consent from the individual before carrying out their volunteering role

2.4 Comments and complaints	• a) Who to ask for advice and support when responding to comments and complaints • b) The importance of learning from comments and complaints to improve the quality of service	• a) Respond to and report comments and complaints in line with the organisation's policy
2.5 Conflict resolution	• a) A range of factors and difficult situations that may cause confrontation • b) How communication can be used to solve problems and reduce the likelihood or impact of confrontation • c) The importance of honesty, including identifying where errors may have occurred, and to tell the appropriate person • d) The process for reporting and escalating concerns	• a) Assess and reduce risks in confrontational situations within the boundaries of own role • b) Report confrontations in line with the organisation's policy • c) Seek support and advice about resolving conflicts
2.6 Handling information	• a) Why it is important to have secure systems for recording, storing, reporting and sharing information • b) The recording procedure for handling information in the organisation • c) The organisation's procedure for incident reporting • d) Why it is important not to disclose anything about the individual that they may wish to be kept private, unless it is appropriate to do so. This could include ● health condition ● sexual orientation ● personal history ● social circumstances • e) Why it is important to maintain boundaries with personal data, including their own such as social media, phone numbers or email addresses	