SFTMVD6
Maintain records of volunteers

Overview

This unit is about maintaining records of volunteers by gathering and recording personal information about volunteers within the parameters of data protection legislation and using the personal information in line with confidentiality requirements.

SFTMVD6
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Performance criteria

Record personal information about volunteers

You must be able to:

P1 identify the personal information about volunteers required and why this information is required

P2 help volunteers understand why you need to record personal information and the purposes to which it will be put

P3 obtain volunteers' permission to process their personal information for the specified purposes only

P4 obtain complete and accurate personal information from all volunteers in your area of responsibility

P5 record personal information about volunteers accurately in secure systems that comply with legal and organisational requirements

P6 ensure the methods you use to obtain and record personal information about volunteers are cost-effective and time-effective

Use personal information about volunteers in line with confidentiality requirements

You must be able to:

P7 keep records of personal information about volunteers complete, accurate and up- to-date

P8 provide volunteers with access to their own records to ensure they are complete, accurate and up-to-date

P9 use personal information about volunteers only for the specified purposes, in line with legal and organisational requirements

P10 deny unauthorised persons access to personal information about volunteers

P11 agree with volunteers what personal information is retained and for what purposes when they stop their volunteering commitment with your organisation

SFTMVD6
Maintain records of volunteers

Knowledge and understanding

Analysis, accounting and decision-making

You need to know and understand:

K1   cost-benefit analysis methods, tools and techniques

Information and communication

You need to know and understand:

K2   communication principles, methods, tools and techniques
K3   confidentiality principles, methods, tools and techniques
K4   information gathering principles, methods, tools and techniques
K5   information sharing principles, methods, tools and techniques
K6   knowledge management principles, methods, tools and techniques
K7   legal and organisational requirements for the management of information
K8   record-keeping principles, methods, tools and techniques

People management

You need to know and understand:

K9   volunteer management principles, methods, tools and techniques

Work context

You need to know and understand:

K10   objectives of your area of responsibility
K11   relevant organisational policies and procedures
K12   your organisation's structures and systems
K13   your own knowledge, skills and competence and the limits of these
K14   your role and responsibilities

SFTMVD6
Maintain records of volunteers

Additional Information

Behaviours

1.   Communication

1.1. present information clearly, concisely, accurately and in ways that promote understanding
1.2. keep people informed of plans and developments

2.   Ethical stance

2.1. comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes
2.2. act within the limits of your authority
2.3. act to uphold individuals' rights
2.4. say no to unreasonable requests

3.   Focus on results

3.1 take personal responsibility for making things happen

4.   Information and knowledge management

4.1 use cost-effective and time-effective means to gather, store and retrieve information
4.2 make best use of existing sources of information
4.3 keep confidential information secure
4.4 check the validity and reliability of information
4.5 analyse and structure information to develop knowledge that can be shared
4.6 make appropriate information and knowledge available promptly to those who have a right to it

5.   Persuasiveness

5.1 present self positively to others

6.   Thinking and decision-making

6.1 identify the range of elements in a situation and how they relate to each other
6.2 take timely decisions that are realistic for the situation

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