

SFTMVF11

Report to external agencies about volunteering activities



Overview

This unit is about reporting to external agencies. It involves: identifying and gathering information required by external agencies; and reporting to external agencies in line with requirements.

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Performance criteria

Identify and gather information required by external agencies

You must be able to:

- P1 identify external agencies' information requirements, seeking clarification about any information requirements that you are unsure about
- P2 interpret and record the information requirements in ways that are meaningful to you and your organisation's project and work programmes
- P3 communicate the information requirements to relevant decision-makers and stakeholders
- P4 emphasise the importance of meeting these information requirements
- P5 ensure that decision-makers and stakeholders understand their roles and responsibilities for information gathering
- P6 work with decision-makers and stakeholders to establish systems that will enable the required information to be gathered
- P7 monitor the collection of information at regular intervals, and identify and respond appropriately to any problems
- P8 ensure that the information is available and accessible in the required format, when needed
- P9 observe requirements and agreements for data protection and confidentiality
- P10 make effective use of technology in gathering the required information

Report to external agencies in line with requirements

You must be able to:

- P11 compile and analyse the information that has been gathered
- P12 work with decision-makers and stakeholders to clarify ambiguous information and fill any information gaps
- P13 summarise and present the information in a format that meets the requirements of the external agency
- P14 provide the required information to the external agency within agreed timescales
- P15 respond effectively to any requests from the external agency for clarification or further information
- P16 seek feedback from the external agency and from decision-makers and stakeholders as to the effectiveness and efficiency of the information gathering and reporting process
- P17 evaluate feedback and identify and recommend ways in which the process could be improved

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Knowledge and understanding

You need to know and understand:

Activity and project management

- K1 key political, economic, social, technological and legal factors
- K2 monitoring principles, methods, tools and techniques
- K3 quality assurance and continuous improvement principles, methods, tools and techniques
- K4 time management principles, methods, tools and techniques

Analysis, accounting and decision-making

You need to know and understand:

- K5 analytical principles, methods, tools and techniques
- K6 decision-making principles, methods, tools and techniques
- K7 evaluation principles, methods, tools and techniques
- K8 legal and organisational requirements relevant to financial management
- K9 legal and organisational requirements relevant to risk management
- K10 risk management principles, methods, tools and techniques
- K11 validation and verification principles, methods, tools and techniques

Information and communication

You need to know and understand:

- K12 communication principles, methods, tools and techniques
- K13 confidentiality principles, methods, tools and techniques
- K14 information gathering principles, methods, tools and techniques
- K15 information sharing principles, methods, tools and techniques
- K16 legal and organisational requirements for the management of information
- K17 presentation principles, methods, tools and techniques
- K18 principles, methods, tools and techniques for effective meetings
- K19 questioning principles, methods, tools and techniques
- K20 record-keeping principles, methods, tools and techniques
- K21 reporting principles, methods, tools and techniques
- K22 research and investigative principles, methods, tools and techniques

People management

You need to know and understand:

- K23 diversity principles, methods, tools and techniques
- K24 equality principles, methods, tools and techniques
- K25 feedback principles, methods, tools and techniques

Work context

You need to know and understand:

- K26 relevant organisational policies and procedures

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understand:

- K27 sources of information and knowledge
- K28 specific requirements of your sponsors/funders
- K29 your organisation's beneficiaries and their diverse interests, needs, abilities and preferences
- K30 your organisation's stakeholders and their diverse interests, needs, abilities and preferences
- K31 your organisation's structures and systems
- K32 your organisation's volunteers and their diverse interests, needs, abilities and preferences
- K33 your own knowledge, skills and competence and the limits of these
- K34 your role and responsibilities

Additional Information

Behaviours

1. Communication

- 1.1 identify people's information needs
- 1.2 listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding
- 1.3 identify people's preferred communication media and styles
- 1.4 adopt communication media and styles appropriate to people and situations
- 1.5 present information clearly, concisely, accurately and in ways that promote understanding
- 1.6 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

3. Focus on results

- 3.1 set demanding but achievable objectives for self and others
- 3.2 prioritise objectives and schedule work to make the best use of time and resources
- 3.3 take personal responsibility for making things happen
- 3.4 monitor quality of work and progress against plans
- 3.5 take pride in delivering high quality, accurate work

4. Information and knowledge management

- 4.1 identify sources of information to meet current and foreseeable requirements
- 4.2 use cost-effective and time-effective means to gather, store and retrieve information
- 4.3 keep confidential information secure
- 4.4 check the validity and reliability of information
- 4.5 push for concrete information in an ambiguous situation
- 4.6 analyse and structure information to develop knowledge that can be shared
- 4.7 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. Relationship management

- 6.1 identify and work with people and organisations who can provide support for own work
- 6.2 keep promises and honour commitments

7. Strategic awareness

- 7.1 maintain up-to-date information on the political, economic, social, technological and legal factors that impact on work

8. Thinking and decision-making

- 8.1 identify the range of elements in a situation and how they relate to each other
- 8.2 articulate the assumptions made, and risks involved, in understanding a situation
- 8.3 take timely decisions that are realistic for the situation

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Developed by	Skills Third Sector
Version number	1
Date approved	July 2008
Indicative review date	June 2012
Validity	Current
Status	Original
Originating organisation	UK Workforce Hub
Original URN	MVF11
Relevant occupations	Business, Administration and Law; Public Services; Managers and Senior Officials; Media and communication; Law and legal services; Communications; General; Public Service and Other Associate Professions;
Suite	Management of Volunteers 2008
Key words	Feedback, reporting, information systems, records