

Investing in Volunteers and Matrix



The Matrix Standard is the national Quality Mark for organisations that offer Information, Advice and Guidance (IAG) on learning and work. Volunteers deliver many IAG services in the voluntary and community sector. Both standards require an ‘on-site’ external assessment and have the support of a named assessor/advisor throughout the process.

The Matrix Standard is concerned mainly with paid staff and does not closely match Investing in Volunteers. It may depend on how your organisation and your Matrix Assessor interpret ‘staff’ in your Matrix assessment to see how well it compares with liV. Many voluntary and community organisations call their volunteers ‘unpaid staff’.

FAQs about liV and Matrix (go to page 11)

- Who is the standard suitable for?
- Who runs the standard?
- How much does it cost?
- What is the assessment process?

How do liV Indicators compare to the Matrix Standard?

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 1 There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process, which benefits volunteers and the organisation.</p>	<p>5. Service delivery is planned and maintained Defining measurable aims and objectives and setting up systems to deliver the service</p>	<p>Organisations need to highlight their aims and objectives for any Volunteering Programme that is in place. Also, how will you measure whether you’re achieving the objectives for the Volunteering Programme?</p> <p>Your policies and practices need to include a Volunteering Policy emphasising how it is reviewed and implemented.</p>

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 2 The organisation commits appropriate resources to working with volunteers, such as money, management, staff time and materials.</p>	<p>5. Service delivery is planned and maintained Defining measurable aims and objectives and setting up systems to deliver the service</p>	<p>There are a number of issues that relate to liV Indicator 2. They are:</p> <ul style="list-style-type: none"> • Highlight objectives for any Volunteering Programme and show that they are regularly reviewed. • Evidence how staff and volunteers discuss volunteer issues in staff or team meetings, and how this informs your service planning and delivery. • Show your resources are adequate and effectively used in relation to any Volunteering Programme.

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 3 The organisation is open to involving volunteers who reflect the diversity of the local community, in accordance with the organisation’s stated aims, and operates procedures.</p>	<p>1. People are made aware of the service and how to engage with it Promotion ensures the accessibility of information about the service.</p> <p>2. People's use of the service is defined and understood Defining and understanding the service available and clarifying key policies and practices.</p>	<p>How is information about the organisation and ways in which volunteers can be involved made available? How do you monitor this? Do you analyse the diversity of the local community compared to your workforce (including volunteers)? Do images and/or descriptions of the organisation reflect the diversity of the local community?</p> <p>Are staff and volunteers open to diversity? Is diversity training part of induction or training programmes?</p> <p>Information packs should be available that include information on any Volunteering Programmes or Opportunities.</p>

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 4 The organisation develops appropriate roles for volunteers in line with its aims and objectives, and which are of value to the volunteers and create an environment where they can develop.</p>	<p>No criteria</p>	

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 5 The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering.</p>	<p>5. Service delivery is planned and maintained Defining measurable aims and objectives and setting up systems to deliver the service.</p>	<p>Appropriate insurance for volunteers, risk assessments, expenses policy, volunteer handbook and policy, confidentiality policy, and current data protection legislation.</p>

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 6 The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.</p>	<p>No criteria</p>	

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 7 The organisation takes a considered approach to taking up references and official checks which is consistent and equitable for all volunteers, bearing in mind the nature of the work.</p>	<p>5. Service delivery is planned and maintained Defining measurable aims and objectives and setting up systems to deliver the service.</p>	<p>Organisations have to be up to date with current legislation. Look at your organisational approach to taking up volunteer references, other official checks such as CRB, and types of convictions or disciplinary actions that may or may not be relevant to the voluntary work being undertaken.</p>

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 8 Clear procedures are put into action for introducing new volunteers to the organisation, its work, policies, practices and relevant personnel.</p>	<p>5. Service delivery is planned and maintained Defining measurable aims and objectives and setting up systems to deliver the service (specifically 5e and 5f).</p>	<p>Your organisation needs to identify which policies and procedures are relevant to new volunteers. We're looking at:</p> <ul style="list-style-type: none"> • induction procedures • insurance • volunteer expenses • appropriate training • risk assessments linked to volunteer roles • health and safety • boundaries between paid staff and volunteer roles • complaints procedures

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<p>liV Indicator 9 Everybody in the organisation is aware of the need to give volunteers recognition.</p>	<p>5. Service delivery is planned and maintained Defining measurable aims and objectives and setting up systems to deliver the service (specifically 5c).</p> <p>7. Feedback on the quality of the service is obtained Obtaining feedback from users of the service, those involved in delivery of the service and other agencies.</p> <p>8. Continuous quality improvement is ensured through monitoring, evaluation and action Evaluating the effectiveness of the service and planning improvements.</p>	<p>Volunteers need to be mentioned specifically. Their views should inform the planning of your service and its delivery. This should include support and supervision, representation at management committee meetings, and other types of feedback.</p> <p>What feedback is obtained from volunteers in your organisation, and how is it used to evaluate the quality of your service? What informal and formal procedures do you have in place, to gather and analyse this feedback.</p> <p>How does your feedback from volunteers ensure that the effectiveness of your service is being regularly monitored and evaluated, and informs and ensures continuous improvement? How does your monitoring and evaluation information get translated into actions?</p>

Investing in Volunteers (liV)	Matrix	What evidence could you use to support liV?
<p>liV Indicator 10 The organisation takes account of the varying support needs of volunteers.</p>	<p>6. Staff competence and support they are given are sufficient to deliver the service Maintaining and developing the competence of those delivering the service</p> <p>7. Feedback on the quality of the service is obtained Obtaining feedback from users of the service, those involved in delivery of the service and other agencies.</p>	<p>This particularly relates to 10.5 from this liV Indicator: 'Staff who supervise volunteers are appropriately trained in volunteer management and the organisation's policies.' Staff might be Volunteer Facilitators, Volunteer Co-ordinators or Volunteer Managers. Any staff (paid or unpaid) should have appropriate training to be able to carry out their role.</p> <p>What support and supervision is in place for volunteers? Is it adequate and appropriate? Where is your evidence for this?</p>

FAQs about liV and Matrix

What type of organisation or project is the standard suitable for?

Investing in Volunteers

Suitable for any organisation that involves volunteers. Organisations should be involved in: recruiting, selecting, matching, supporting and retaining volunteers.

Matrix

The Matrix Standard is the national Quality Mark for any organisation that delivers Information, Advice and Guidance (IAG) on learning and work.

Its purpose is to identify the essential features of successful delivery of any information, advice and guidance service, regardless of context or sector. Also, to provide key indicators by which organisations can measure their current activities.

Is the standard organisation based or project based?

Investing in Volunteers

The standard covers the whole organisation. It can be achieved by parts of an organisation so long as they can be seen to be discreet and self managed parts of the whole.

Matrix

The Matrix Standard can be applied on an organisation-wide basis, but you can also use a 'Building Block' approach. This means that separate projects within an organisation could achieve Matrix accreditation. When a project achieves the Matrix Standard, use of the Matrix Quality Mark must be clearly associated only with the part of the organisation that has been Accredited. The 'Building Block' approach needs to work within an overall organisational approach to achieving the Matrix Standard.

Who runs the standard?

Investing in Volunteers

The standard is run by the national Volunteering Development Agencies in England, Scotland, Wales & Northern Ireland. Volunteering England manages the standard in England. The UK Volunteering Forum is the standards Awarding Body.

Matrix

ENTO was formerly the Employment National Training Organisation and is 'the guardian of the Matrix Standard' and acts as the Standard Setting Body. ENTO are a privately run organisation committed to developing the competence of people who work with people through the use of National Occupational Standards (NOS) and other means where appropriate. EMQC is responsible for the Assessment and Accreditation of organisations to the Matrix Standard and acts as the Accreditation Body.

Who to contact to apply for the standard

Investing in Volunteers

Contact Volunteering England
Tel: 0207 520 8982

www.investinginvolunteers.org.uk

On the home page you'll also find links for contacts in Northern Ireland, Scotland and Wales.

Matrix

Contact Matrix Standard

Tel: 0870 770 2468

Email: info@matrixstandard.com

ENTO, The Matrix Standard, 4th Floor, Kimberley House, 47 Vaughan Way, Leicester LE1 4SG

www.ento.co.uk

EMQC, Pentagon House, Third Floor South Wing, Sir Frank Whittle Road, Pentagon Island, Derby DE21 4XA

Tel: 01332 866 902

Email: matrix@emqc.co.uk

www.emqc.co.uk

How do organisations access the standard?

Investing in Volunteers

All information is supplied on-line with a password protected section for fully registered organisations. Forms and documents are downloadable word documents. A best practice library with downloadable resources is also available.

Matrix

All information is supplied on-line.

How much does the standard cost?

Investing in Volunteers

Depends on the size and complexity of your organisation. Prices start at £1000 + VAT for an organisation that has a turnover of less than £1 million per year. The fee includes:

- Subscription to the Investing in Volunteers monthly e-newsletter
- Access to the password protected pages of the website which contains a step-by-step guide, model documents and Best Practice library
- Introductory workshop with your assigned Assessor
- Feedback on self assessment of your organisation against the standard
- An assessment visit – interviews with volunteers, staff and senior managers
- A full written report suggesting areas for further development and highlighting areas of excellent practice
- The UK recognised Investing in Volunteers standard, including plaques and certificates, valid for three years.

Matrix

The current daily rate for Assessment is £550 per day plus expenses and VAT. This rate is for all organisations. The fee is payable when the Assessment is completed.

The cost of the Assessment is based on the number of days required to undertake the Assessment.

How much of the standard is accessible for free?

Investing in Volunteers

The full standard and practices can be downloaded from the home page without payment being made. The best practice library and documents to support an organisation through to achieving the standard are all within password protected pages.

Matrix

The full standard can be accessed from the home pages of both websites highlighted above without payment. They have useful case studies and advice on steps you might take to achieve the standard.

What is the assessment process?

Investing in Volunteers

1. A Self-Assessment is done by the organisation at an early stage. This is sent to an allocated assessor so that organisations are certain they are hitting the standards prior to their final assessment. Only a small number of written documents are requested and submitted by organisations.

2. Final assessment is undertaken through site visits, the length of which will depend on the size of the organisation and range of volunteering roles. Assessors will usually spend at least a day on site using the 10 liV Indicators as the assessment guide.

Matrix

Self-assessment is undertaken by your organisation. When you are happy with your Action Plan, you can begin the assessment process, by contacting EFQM to make a formal 'Request for Assessment'.

Assessment is undertaken through site visit(s), the length of which will depend on the size of the organisation. The evidence can be gathered from a range of sources, including:

- face-to-face/group/telephone interviews
- observing events, such as meetings
- discussions with employees and clients, where appropriate

Visits provide minimum disruption to your normal working day with confidentiality assured.

What support is available during the assessment process?

Investing in Volunteers

The registration fee covers: advice and guidance from a local Volunteer Centre Partner; a workshop with an allocated assessor and all assessment (visits and report); and access to the password protected area of the Investing in Volunteers website. These web-pages include things like a tool-kit and tips from other volunteer managers who have achieved the standard. Additional consultancy support and training can also be bought from Volunteering England.

Matrix

All assessment (visits and report), and advice and guidance. A plaque and certificate on completion.

How long will it take to achieve the standard?

Investing in Volunteers

This will vary from organisation to organisation, but normally the process will be completed within 12 months. Organisations that achieve the standard receive a plaque and certificate on completion and membership of the Achievers Club network.

Matrix

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What if an organisation does not achieve the standard?

Investing in Volunteers

Organisations can Achieve, Not Achieve or Achieve with Conditions. All organisations receive detailed feedback from their assessor. Organisations that achieve the standard with conditions are set a time within which to complete specific actions agreed with their assessor and are not entered into the quality assurance process until there are complete.

Matrix

The Assessor will explain clearly the areas which require improvement, with suggestions on how these can be achieved. This information is confirmed in a written Report. It is then up to your organisation as to how long you take to address the areas for improvement. When you feel ready you should contact EMQC to arrange a 'Second Stage' Assessment.

This 'Second Stage' Assessment takes the same form and structure as the initial Assessment. If you don't meet the Standard at Second Stage, you will be advised to take time to address the issues and to submit a fresh 'Request for Assessment Form' when you feel you are ready.

These further stages have cost implications.

Once the standard is achieved, is it time limited?

Investing in Volunteers

Organisations must re-accredit every 3 years. Re-accreditation fees are the same as original registration as the assessment process requires the same amount of an assessor's time.

Matrix

Organisations must re-accredit 36 months of achieving the standard.