

# Criteria Preview

The VCQA is a significant undertaking for any Volunteer centre, and we want to give as much information as we can to inform a decision to undertake it. We aim to make the process developmental, to help your organisation think about strengths and weaknesses and where it needs to develop further. This guide is intended to give a flavour for the nature and level of evidence required, and a feel for how you might demonstrate what you do.

**This is not the full application guidance.** By giving an extract of the full criteria our aim is to help you to decide if you are ready to undertake the VCQA. We include the headline outcomes for each Function and an extract of the guidance around types of activities and evidence that might be relevant.

To protect the integrity of the standard, we do not make the full guidance available until an organisation has signed the agreement and paid the fee deposit. If you are ready to book your slot for VCQA, or if you'd like to discuss any questions with us, please contact us on [quality@navca.org.uk](mailto:quality@navca.org.uk).

Function One – Strategic Development of Volunteering	
<b>Outcome</b> There is a positive environment in which the value of volunteering is recognised, and volunteer activity is flourishing.	
What your evidence should show	Types of evidence you might submit
<b>1.1. STRATEGY</b> <ul style="list-style-type: none"> <li>How you develop and sustain the delivery of the five core functions to provide improved support to volunteers, volunteer involving organisations and other stakeholders at place level.</li> <li>How you build the profile of the Volunteer Centre and how your services will be marketed/promoted.</li> <li>How you have addressed gaps in your reach to a range of organisations and communities that reflect your local area. If you are a membership organisation - how you have considered the scope and reach of your membership (and your wider networks and contacts).</li> </ul> <b>1.2 MONITORING AND EVALUATION</b> <ul style="list-style-type: none"> <li>How you track the progress of your programmes and projects, reflect on and take action in response to challenges, achievements and learning.</li> </ul>	<ul style="list-style-type: none"> <li>Strategic or Business Plan</li> <li>Mapping and analysis of volunteering opportunities; mapping and analysis of organisations that require volunteers.</li> <li>Information and contact details for the service in accessible formats.</li> <li><i>More detail included in Application Guidance</i></li> </ul>

<b>1.3 CONSULTATION ON NEEDS</b> <ul style="list-style-type: none"> <li>• How you consult and gather intelligence on emerging needs within diverse communities and neighbourhoods across your Local Authority area.</li> <li>• How you involve people and groups in those communities and neighbourhoods in identifying needs and designing solutions.</li> <li>• How you support the involvement of people from seldom heard or under-represented communities address barriers to their participation.</li> </ul>	
<b>1.4 ACCESSIBLE AND WELCOMING SERVICES</b> <ul style="list-style-type: none"> <li>• How the services are accessible to a range of potential and active volunteers and a range of organisations.</li> </ul>	

Function Two – Development of Good Practice	
<b>Outcome</b> There is widespread understanding of and adoption of good practice in volunteering which meet the needs of organisations and volunteers.	
Types of activity you might include	Type of evidence you might submit
<b>2.1. POLICIES ANDS PROCESS</b> <ul style="list-style-type: none"> <li>• How you are promoting good practice with organisations.</li> <li>• What difference the activity made to volunteering in your area.</li> </ul>	<ul style="list-style-type: none"> <li>• Examples of good practice.</li> <li>• Publicity, guidance and materials for training courses.</li> <li>• Documents to show promotion of different forms of volunteering.</li> <li>• Documents to show connection with new volunteer forums and groups.</li> <li>• <i>More detail included in Application Guidance</i></li> </ul>
<b>2.2. VIO'S ACCESS TO SUPPORT</b> <ul style="list-style-type: none"> <li>• Organisations have assessed their current performance and have identified how they can deliver excellent models of volunteering.</li> <li>• How you enable, support and facilitate VIOs to share their strengths and skills to enable other organisations to develop.</li> <li>• The guidance, training and information you provide.</li> <li>• How you sign-post and make best use of the widest range of resources available, including those online.</li> </ul>	
<b>2.3 INNOVATION</b> <ul style="list-style-type: none"> <li>• How you have recognised and adapted to promote and include different forms of volunteering.</li> </ul>	

Function Three – Brokerage	
<b>Outcomes</b> <ul style="list-style-type: none"> <li>The brokerage service enables a range of organisations to deliver volunteering opportunities.</li> <li>A wide range of individuals are enabled to volunteer, including those from under-represented communities.</li> </ul>	
Types of activity you might include	Type of evidence you might submit
<b>3.1 PROMOTING BROKERAGE SERVICES</b> <ul style="list-style-type: none"> <li>Marketing and other materials are accessible to people and organisations and are targeted to different organisations, educational settings and VCSEs.</li> <li>That there is accessible guidance and training to ensure that the brokerage service can be used effectively by all parties.</li> </ul>	<ul style="list-style-type: none"> <li>Promotional materials, guidance and training documents on the brokerage service.</li> <li>Internal and/or partnership processes and procedures to signpost requests.</li> <li>Policies, processes and internal procedures, for compliments, complaints and comments.</li> <li><i>More detail included in Application Guidance</i></li> </ul>
<b>3.2 DATA MANAGEMENT AND RECORD KEEPING</b> <ul style="list-style-type: none"> <li>Systems are in place to deliver an efficient service for all parties.</li> </ul>	
<b>3.3 MANAGING FEEDBACK</b> <ul style="list-style-type: none"> <li>How volunteers, organisations and stakeholders can provide feedback on the services.</li> </ul>	

Function Four – Developing Volunteer Opportunities	
<b>Outcomes</b> <ul style="list-style-type: none"> <li>A wide range of organisations offer quality volunteering opportunities that meet the needs of local communities.</li> <li>The diversity of volunteers reflects demographics of our area and includes those from seldom heard or under-represented communities.</li> <li>A range of volunteers are actively volunteering and are satisfied with their volunteer placement.</li> </ul>	
Types of activity you might include	Types of evidence you might submit
<b>4.1 INCREASING AND IMPROVING VOLUNTEER ACTIVITIES</b> <ul style="list-style-type: none"> <li>How you have reviewed the profile of volunteering in your area and what action you have taken in response.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis of volunteer profiles and opportunities, local needs.</li> <li>Promotional material to show the benefits of volunteering.</li> </ul>

<b>4.2 INCREASING AND ENGAGING VOLUNTEERS</b> <ul style="list-style-type: none"> <li>• How you have engaged individuals and communities to encourage volunteering and promoted the benefits.</li> <li>• How you have responded to barriers to volunteering.</li> </ul>	<ul style="list-style-type: none"> <li>• Newsletters, website and social media postings, and analysis of online traffic.</li> <li>• <i>More detail included in Application Guidance</i></li> </ul>
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Function Five – Voice of Volunteering	
<b>Outcomes</b> Partners and stakeholders understand volunteering and the impact of changes in policy and practice.	
Types of activity you might include	Types of evidence you might submit
<b>5.1 ANALYSIS OF POLICY AND PRACTICE</b> <ul style="list-style-type: none"> <li>• How you disseminate information about the development and potential impact of emerging policies, plans and practices.</li> <li>• How you support and develop the skills and knowledge of representatives so they can be involved.</li> </ul>	<ul style="list-style-type: none"> <li>• Documents to show engagement and consultation with the local VCSE sector, statutory or other organisations to influence policy and practice.</li> <li>• <i>More detail included in Application Guidance</i></li> </ul>
<b>5.2 CONSULTATION OF ISSUES</b> <ul style="list-style-type: none"> <li>• How you facilitate consultations between statutory bodies and voluntary and community sector groups and organisations</li> </ul>	
<b>5.3 ACTION ON ISSUES</b> <ul style="list-style-type: none"> <li>• Active contribution to local /national issues and or campaigns.</li> <li>• What difference the activity has made to volunteering locally.</li> </ul>	