



# Volpris.EU

*Prisons  
Managing  
Volunteers in EU*

## *Training Course Manual and Guide*

2022

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## Introduction

The present *Training Manual and Guide* has been developed within the framework of the 'Volpris - Prisons Managing Volunteers in EU' project. The main activities of the Volpris initiative are (1) to conduct research on prison volunteering practices and needs across the various project countries; (2) to develop a competency profile of the manager of volunteering programmes in prison settings; (3) to design and pilot a training curriculum and programme for prison volunteering coordinators; (4) to establish Minimum Requirements to ensure the desired impact of volunteering in the criminal justice system (CJS); and (5) to create an online platform to bring together CJS, volunteering organisations and volunteers.

The Manual is the result of joint efforts by national and international experts as well as the institutions responsible for piloting the Volpris training programme in the participating countries. It has been designed with two central aims: to provide guidance and key resources for coordinators of volunteers in the prison setting, and to provide a comprehensive tool for national training institutions responsible for the training of volunteer coordinators in the CJS.

Prison staff are the primary beneficiaries of this capacity-building tool, mainly those responsible for coordinating volunteering programmes, although the manual is also a reference for Voluntary Sector Organisations that operate in prison settings.

The *Volpris Training Course* is structured in twelve main parts, which have been designed as independent training modules:

- Introduction to Volunteering in the Criminal Justice System and prison context
- Human Rights in the Prison Context - Rehabilitation perspective
- The Volunteering Coordinator Profile & the Volunteering Coordinator Profile in the prison context
- Human Potential Development – the role of Leadership and motivation
- Design and Delivering Volunteering Programmes in prison context
- Physical and mental health in prison context
- Protection, security, and safety instructions
- How to build safe relationships with prisoners
- Ethics in volunteering
- Cooperative partnerships between prison services and civil society organisations
- Monitoring, evaluation and replicability of volunteering programmes/interventions
- Reimagine Volunteering – Creativity in Volunteering

The Manual is designed around modules in order to be flexible enough to allow trainers to organise and implement a customised training programme according to country-specific realities (while meeting the programme's requirements) and according to the group-specific needs.

## ***About the Volpris initiative***

Involving people from the community in prison life through Voluntary Sector Organisations (VSOs) can introduce opportunities for social participation, reinforce social ties and has the potential to enhance rehabilitative efforts conducted by prison services to prepare a convicted persons' return to society.

Research in the field of volunteering in the Criminal Justice System (CJS) is scarce. Prisons and organisations who guide and support volunteers often lack the necessary information, resources and tools to support and value volunteers or to carry out a prison screening process to identify volunteering needs. Volpris project partners were brought together by the aspiration to contribute to an engaged and active society, where volunteering is an expression of solidarity and of European values. Equally, we aspire to safer communities, where prisoners are fully supported to integrate back into their communities, address issues which lead to their offending and so lead crime-free lives.

Prisons Managing Volunteers in EU (Volpris) is a three-year partnership, funded by the Erasmus+ Programme, whose main goal is to invest in the qualification of volunteering management in prison settings, to support effective volunteering and build skills and competences in this crucial field. The project is being implemented in Germany, Belgium, Poland, Portugal and Romania. It runs from September 2019 until the end of August 2022.

### **Volpris main objectives:**

- Explore mutual learning opportunities between CJS and VSOs by creating exchange frameworks which will facilitate the comparability between different EU prison practices regarding volunteering.
- Identify key performance indicators between National Prison Administrations and volunteer organisations within secure settings, namely by developing a competency profile of the manager of volunteering programmes in prison settings.
- Develop a training curriculum and programme to support the development of a CJS volunteer coordinator profile and develop a European Volunteer Coordinators training guide.
- Establish common European minimum standards to train volunteers working in prison environment and to assess the quality of volunteer organisations and/or programmes.
- Promote collaborative training to take advantage of scale and creativity to ensure a common baseline message and reduce delivery costs.

## Course Curricula

*The course curricula include a general description; intended audience; keywords; language of instruction; course of delivery; objectives; learning outcomes; description of generic and optional components of the course content, learning hours, teaching and learning methods, assessment methods.*

<b>Title</b>
Training Course for volunteer coordinators in the prison context
<b>General description</b>
This course was developed to support the volunteer coordinators in the prison context. This Training Course also aims to establish a common European minimum standard to train volunteers' coordinators in prison environment, ensuring the quality of the intervention that is offered by the volunteer organisations and/or programmes. The training is structured in a format that allows the adaptation of the contents to different European Member States realities, always promoting its suitability, usefulness, and alignment to prison settings' environment and needs.
<b>Intended audience</b>
Volunteer Coordinators
<b>Keywords and phrases</b>
Criminal Justice Systems; Prison context; Volunteering; Volunteering management; volunteering manager's profile; lifelong learning
<b>Language of instruction</b>
English; French, German, Polish, Portuguese; Romanian
<b>Course delivery</b>
<p>The VOLPRIS course is 100% online (e-learning) and it is an object-based learning course. This means that the delivery can be tailored according to different purposes: in a lifelong learning perspective, it can be adapted by the learner according to the self-assessment tool's results. On the other hand, if the course is used to provide training to a group of learners, it can be customised by the facilitator according to the training group's needs and different countries' contexts.</p> <p>The course is composed of a portfolio that includes 12 stand-alone modules, each one including a session plan, teaching resources, and different exercises. Therefore, training providers can easily configure a training course in terms of training materials, resources, length/duration of the sessions, internet-based sessions/ blended-learning format, and evaluation components. The training course takes place via a Learning Management System platform, using Multimedia files.</p> <p>If needed, the training can be adapted to be provided using synchronous and asynchronous sessions.</p> <p>The synchronous sessions can be used to:</p> <ul style="list-style-type: none"> <li>• Reinforce the volunteer manager competencies related to the prison context</li> <li>• Provide guidance on theoretical knowledge</li> </ul>

- Exchange of practices
- Discuss critical situations.

### Objectives

The main objective of the training course is to increase the knowledge and competences to perform volunteer management in the prison context.

The specific objectives are:

1. Understand the best strategies of the volunteer intervention within the goals of the Criminal Justice System
2. Explore and understand the best strategies to implement international standards, norms and human rights to manage volunteering in prison context
3. To increase volunteers' coordinators capacity to manage volunteers for a successful intervention in prison context
4. Understand and promote the positive impact that volunteering has on prisoners and outside communities
5. Design, implement and deliver successful volunteering programmes in the prison context
6. Identify strategies to promote, motivate and support volunteers.

### Learning outcomes

At the end of the training, the learner will be able to:

- Understand the volunteer management role in the prison context
- Create a volunteer programme to be delivered in the prison context
- Know how to recruit, train and manage volunteers to volunteering in the prison context
- Know how to set up a training course for volunteers in the prison context.

### Course content

Modules:

- **Introduction to Volunteering in the Criminal Justice System and the prison context** (4h online)
- **Human Rights in the Prison Context - Rehabilitation perspective** (4h online)
- **The Volunteering Coordinator Profile & the Volunteering Coordinator Profile in the prison context** (4h online)
- **Human Potential Management – the role of Leadership and motivation** (4h online)
- **Design and Delivery of Volunteering Programmes in the prison context** (6h online)
- **Physical and mental health in Prison context** (4h online)
- **Protection, security, and safety instructions** (4h online)
- **Building relationships, promoting volunteers' wellbeing** (4h online)
- **Ethics in volunteering** (4h online)
- **Cooperative partnerships between prison services and civil society organisations** (4h online)
- **Monitoring and evaluation of volunteering programmes/intervention & replicability** (4h online)
- **Reimagine Volunteering – Creativity in Volunteering** (4h online)

### Learning hours

Total: 50 hours

### Teaching and learning methods

Through the e-learning platform, trainees will be able to available theoretical knowledge and useful learning support materials (e.g., articles, legislative documents, and other relevant publications).

On the synchronous sessions, key concepts introduced in the e-learning platform will be supported by practical examples and trainees will be invited to share their experiences. The training programme will also give to participants, the opportunity to present and discuss both volunteering national and local policies. There should be room for discussions based on practical examples through case studies, role-plays, and other techniques to deepen the knowledge about volunteer management in prison context.

### Assessment method

- Modules' quality assessment
- Observation
- Individual assignments to the LMS platform
- Group assignments and activities (collaborative writing, role plays)
- Worksheets
- Case studies
- Evaluation of satisfaction.

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**Code of conduct**

Is requested that learners complete the online modules.  
 The participation in synchronous sessions (when attending the training in a group format) is desirable to enhance the achievement of learning outcomes, to strengthen the concepts acquired through the online sessions and to solve any doubt related to the modules.  
 Learners must fulfil the online assignments on time as part of the agreed learning plan.

## *Development and validation process*

The Volpris training programme was conjointly developed by all Volpris partners following a three-step development process: research, project partners' exchange of knowledge and experiences, and fine-tuning accordingly to the pilots' results in each partner country.



### Research and and first draft of course curricula

A study of existing training programmes and relevant white and grey literature was conducted to design an evidence-based training, backed by sound theory and/or empirical work. Based upon these results, the first draft of the course curricula was defined, proposing a total of **12 modules**.

A validation workshop on the course curricula was performed with key actors/experts working in the prison system to collect valuable feedback and fine-tune accordingly.



### Partners' exchange of experiences and peer-review

Partners contributed with their knowledge for the development of the training contents.

The final products can be found at the Volpris website: [www.volpris.eu](http://www.volpris.eu)



### Fine-tuning based on training pilots' results

The training course was piloted in the five countries of the consortium (Belgium, Germany, Poland, Portugal and Romania). In total, 38 participants attended the Volpris training pilot.

During the pilot phase, participants had the opportunity to give feedback on the content and materials delivered. The following evaluation instruments were applied:

- **Training satisfaction questionnaire** – see Annex 1,
- **Modules quality assessment** – see Annex 2.

## Pilots' key findings

Country	Training Format	No. of participants	Participants' profile	Feedback on the training contents	Overall evaluation
<b>Belgium</b>	2 face-to-face individual sessions on the training platform	2	Volunteer Coordinators of volunteering organisations active in Prison	<p>Participants feedback was overwhelmingly positive. A real interest in the tool was expressed, including in using it to animate thematic sessions and train their current and future volunteer coordinators. Also, to promote their digitalisation process. In case of visual disability, the tool answers the need of inclusion and accessibility (by using the audio setting).</p> <p><b>Improvement suggestions:</b> The training course was considered a bit “raw” &amp; theoretically heavy, so it might not be appropriate for every type of coordinators (e.g., those with less responsibilities). Language/translation errors (titles, subtitles, content, or in the quizzes) should be corrected. Some modules were considered a bit too broad. Access to the platform should be easier.</p>	The overall evaluation was good. The participants were satisfied with the platform and their expectations were met. They mentioned that they will recommend the training to their colleagues.
<b>Germany</b>	100% online, with synchronous and asynchronous sessions	8	2 VSO, social worker, lawyer (offering legal aid in prison), volunteer, 3 prison staff, 1 ministry of justice staff	<p>Participants could handle the enormous amount of information well because of the option to take individual breaks much better.</p> <p><b>Improvement suggestions:</b> At some point the trainers should be encouraged to research literature in their own language. For deeper studies and to provide for the trainees. There should be links to local own language NGOs or sources where you can further your knowledge in specific subjects (e.g., mental health or families of prisoners).</p>	<p>The interactive format is very useful and makes it easy to explore new fields that you initially were not too much interested in. All participants reported that the operation is intuitive and engaging, even if at some points you to need to make sure to finish every step carefully to complete the task.</p> <p>All participants reported that there were at least some areas of the course where the information was new and useful to them</p>

					professionally. They all positively reported on the quality of the training content.
<b>Portugal</b>	100% online, with synchronous and asynchronous sessions	15	12 Prison staff, 2 prison assistant directors, and 1 prison teacher	<p>Participants considered the training useful, relevant and of added value for their work. Participants highlighted the importance of synchronous sessions as a way of sharing knowledge, ideas and challenges faced by the different prisons in Portugal. Many participants mentioned that this training should continue in a face-to-face format so that ideas and solutions can be discussed among the staff.</p> <p><b>Improvement suggestions:</b> Some participants referred that the eLearning platform should be more user-friendly and enable the download and printing of materials.</p>	Overall, the evaluation of the training was very positive. Participants reported that the information provided (through all modules) was useful and aligned with their needs and expectations.
<b>Romania</b>	100% online, with synchronous and asynchronous sessions	6	Prison staff (psychologists, social workers)	<p>Participants considered that the training is useful, and the information is interesting, but they suggested a more practical approach, even on the platform (more examples).</p>	The overall evaluation was good. The participants were satisfied with the platform and their expectations were met. They mentioned that they will recommend the training to their colleagues.
<b>Poland</b>	100% online, with synchronous and asynchronous sessions	7	6 Prison staff; 1 NGO staff	<p>Trainees were pleased with the piloting, considering the training informative and interesting. Some modules were perceived to be harder than others: e. g., module number 5 seems to be quite engaging. They assured that they would come back to the provided training because it is very informative and attractive.</p> <p><b>Improvement suggestions:</b> The training could be accessible offline; trainees should be able to download and print materials.</p>	Very positive. Trainees will recommend the training to their colleagues with great confidence. They informed that they find the information extremely useful, practical, and valid. They said that it would be great if every person engaged in volunteering in prison could have access to the training before starting their activity in this sector. We would like to share access to the platform as widely as possible.

## *Step-by-step guide to implementing the course*

### 1. SET UP THE PARTICIPANTS' PROFILE

Volpris training course was designed for prison staff, mainly those responsible for coordinating volunteering programmes in the prison context. In addition, the training is a relevant tool for professionals of VSOs that coordinate volunteers within the CJS.

### 2. RECRUITMENT PROCESS

To reach the intended audience, it is important to make partnerships with key community organizations and universities, whose professionals and clients could benefit from the strategies taught in the course. Social media is a cost-effective tool to engage with other organisations: you can produce a flyer to disseminate your training offer.

### 3. SKILLS SELF-ASSESSMENT

Before starting the training course, participants should self-assess where there are gaps in their knowledge. A self-assessment questionnaire was created by the Volpris partnership to measure the participants' knowledge / skills on each module: "Volunteering in the Criminal Justice System and the prison context"; "Human Rights in the Prison Context"; The Volunteering Coordinator Profile & the Volunteering Coordinator Profile in the prison context"; Human Potential Management – the role of Leadership and motivation"; "Design and Delivery of Volunteering Programmes in the prison context"; "Physical and mental health in Prison context"; Protection, security, and safety instructions; "Building relationships, promoting volunteers' wellbeing"; "Ethics in volunteering"; Cooperative partnerships between prison services and civil society organisations". Apply it before and after the training and you will be able to measure the effectiveness of your intervention – [Self-assessment tool](#).

### 4. TRAINING CONTENTS

On the Volpris e-learning platform you may find the training contents available in the following languages (*click on the flags below*):



*English*



*German*



*Portuguese*



*Romanian*



*Polish*



*French*

You can also contact the partner organisations for more information on how to implement the training course in your setting:

Country	Organisation	Contact person
Germany	Bremen Senate of Justice and Constitution (Coordinator)	Rhianon Williams <a href="mailto:Rhianon.Williams@justiz.bremen.de">Rhianon.Williams@justiz.bremen.de</a>
	Verein Bremische Straffälligenbetreuung (VBS)	Tobias Beleke <a href="mailto:beleke@vbs-bremen.de">beleke@vbs-bremen.de</a>
Portugal	Aproximar, Cooperativa De Solidariedade Social, CRL	Rita Lourenço <a href="mailto:rita.alves@aproximar.pt">rita.alves@aproximar.pt</a>
	Direção-Geral de Reinserção e Serviços Prisionais (DGRSP)	Jorge Monteiro <a href="mailto:jorge.s.monteiro@dgrsp.mj.pt">jorge.s.monteiro@dgrsp.mj.pt</a>
Poland	Centrum Wolontariatu w Lublinie	Zosia Chemperek <a href="mailto:z.chemperek@gmail.com">z.chemperek@gmail.com</a>
Romania	Centrul Pentru Promovarea Invatarii Permanente (CPIP)	Daiana Huber <a href="mailto:daiana.huber@cpip.ro">daiana.huber@cpip.ro</a>
	Penitenciarul Bucuresti-Jilava	Mihaela Suci <a href="mailto:andreea_ist27@yahoo.com">andreea_ist27@yahoo.com</a>
Belgium	Centre for European Volunteering (CEV)	Giulia Bordin <a href="mailto:giulia.bordin@cev.be">giulia.bordin@cev.be</a>

## 5. TRAINING COURSE ORGANIZATION

It is very important to consider all aspects of organising a training course, namely:

- **Timeline**

The training curricula (see above) define an expected duration for each module and for the total duration of the training action. However, as mentioned before, your organisation can plan and implement a customized training according to your country-specific requirements and according to the needs of your training group. It is also important to reinforce that workshops / synchronous sessions should dedicate enough time to address any doubts participants have, and to give them the opportunity to exchange perceptions and experiences. This will enhance their motivation and establish connections between participants.

- **Trainers**

It is important to work as a team, ensuring that the modules are delivered in a coherent and effective way, without duplication of information. It is also advised to have at least two trainers who should prepare the sessions together and take it in turns to teach the modules. They should have knowledge on the topic to answer questions and concerns that can emerge during the workshops/synchronous sessions.

- **Volpris Project platform**

The [project platform](#) is an excellent resource to organise and manage the training course, although it is not mandatory to use it. Modules should be accessible to the participants before the workshops/synchronous sessions (at least 2 days before), so that participants have enough time to explore the contents and perform the exercises, if needed.

- **Session Plans**

All the training sessions must be prepared in advance. Session plans must contain the following information: module name, duration, format, objectives, programme contents, learning outcomes and activities. The model session plans for each module can be seen below.

- **Materials**

In the modules' session plans below, it is possible to see several activities related to the topic of each module. However, each organisation should adapt the activities, exercises, and documentation (mainly in terms of national legislation) to the context of each country regarding the coordination of volunteering in prison settings. Training materials and presentations should be given to the participants to consult as necessary.

## 6. SUPERVISION AND EVALUATION

The entire course process should be supervised and evaluated at every step. Each module has a questionnaire, which assesses the relevance of the contents, the performance of the trainers and the space and conditions in which the training takes place. This survey should have an open space for trainees to make suggestions.

Also, at the end of the training programme, a satisfaction survey should be filled by participants, to assess their satisfaction with the training sessions under the following criteria: organisation, programme content, trainers, theory / practice relation, and recommendation of training.

## Modules overview

**Intended audience:** Coordinators of volunteers in the prison setting

**Available languages:** English; French; German; Polish; Portuguese; Romanian

### Distribution of modules

MODULES	DEVELOPER PARTNER
I. Introduction to Volunteering in the Criminal Justice System and prison context	Bremen MOJ
II. Human Rights in the Prison Context - Rehabilitation perspective	VBS
III. The Volunteering Manager Profile & the Volunteering Manager Profile in prison context	CPIP
IV. Human Potential Development – the role of Leadership and motivation	Volunteer Centre In Lublin
V. Design and Delivering Volunteering Programmes in prison context	Aproximar
VI. Physical and mental health in prison context	Bremen MOJ
VII. Protection, security, and safety instructions	CPIP
VIII. How to build safe relationships with prisoners	VBS
IX. Ethics in volunteering	Volunteer Centre In Lublin
X. Cooperative partnerships between prison services and civil society organisations	Aproximar
XI. Monitoring, evaluation and replicability of volunteering programmes/interventions	CEV
XII. Reimagine Volunteering – Creativity in Volunteering	CEV

## ***Module I. Introduction to Volunteering in the Criminal Justice System and prison context***

### **Module summary/ Main contents**

“The purposes of a sentence of imprisonment or similar measures deprivative of a person’s liberty are primarily to protect society against crime and to reduce recidivism. Those purposes can be achieved only if the period of imprisonment is used to ensure, so far as possible, the reintegration of such persons into society upon release so that they can lead a law-abiding and self-supporting life.”

#### **The United Nations Standard Minimum Rules (SMR) for the Treatment of Prisoners, otherwise known as *The Nelson Mandela Rules (Rule 4.1)***

This introductory module will take us from the macro to the micro of prison volunteering: we will begin by outlining the goals of prison reform and the place that volunteers have to play in this. We will continue to outline the international standards which support reform across diverse regimes and see if and how these are implemented on the national and regional level. With these standards in mind we will take a closer look at context and use examples of volunteering practice to underline again and again the unique position which VSOs and volunteers occupy and why it is important. Finally we will go to the front line of voluntary/ VSO partnership implementation and interagency work, and how to make we stay within the remit of a needs-based analysis of the key beneficiary.

### **Timetable schedule**

**&**

#### **Self-guided learning – 2 hours**

- Introduction to Volunteering in the Criminal Justice System and prison context
- International Standards covering general and specific prison populations
- Managing volunteering in the prison context: The national legal environment
- Modern volunteering in the prison context
- Voluntary sector organisations in prison context
- Make it work: gaining prison administration approval for voluntary activities/partnerships

#### **Synchronous session – 2 hours**

- Practical exercises to enhance the acquisition of contents)
- Interactive activities (e.g., role plays, Case studies, Brainstorming)

### **Learning outcomes of the module**

Upon completion of this Module, trainees should be able to:

- Identify and understand the significance of key concepts related to Criminal Justice System (CJS), prison context & volunteering in prison context
- Understand why volunteers are important to prisons and to prisoners in modern day criminal justice

**Objectives of the module**

- Understand how the volunteering relationship improves overall conditions for victims of crime, families of prisoners and for the wider community.

**Assessment methods**

- Introduce volunteering in Criminal Justice System
- Present the role of voluntary sector organisations in prison context
- Present International Standards covering general and specific prison populations
- Promoting volunteering in prison context
- Present some volunteering programmes examples in prison context.

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## ***Module II. Human Rights in the Prison Context - Rehabilitation perspective***

### **Module summary/ Main contents**

The module provides basic information about Human Rights in prison. More specifically, the international Human Rights standards, what their sources are, how they influence the rehabilitation process and how rehabilitation is defined. Volunteers need to be informed about Human Rights to promote and protect them, as their work can influence the implementation in prison. The module also has the goal to enable managers to sensitize volunteers for situations in which Human Rights can be affected. It shows the development of the today Human Rights Standards and how they became effective. Knowledge is key, so the main focus is on providing information and equip volunteers and managers with the ability to evaluate situations and practices from a Human Rights based view. This process is supposed to be encouraged by the predicted practical exercises.

### **Timetable schedule**

#### **Self-guided learning – 2 hours**

- Introduction.
- What are Human Rights and where do they come from?
- What is rehabilitation?
- Human Rights in rehabilitation context
  - Outside world
  - Legal advice
  - Work and Education
  - Dignity
  - Value as human being
- Quiz

#### **Synchronous session – 2 hours**

- Activity 1: First day in prison (55 min)
- Activity 2: While in prison (55 min)

### **Learning outcomes of the module**

Upon completion of this Module, trainees should be able to:

- Provide the volunteers with information about Human Rights in prison context
- Sensitize volunteers about the rehabilitation mandate out of the different sources
- Sensitize Volunteers for difficult situations
- Teach and apply the knowledge and make a connection to the volunteer activity
- Enable volunteers to evaluate situations and how to react
- Provide sources for deeper research.

### Objectives of the module

- Provide information on international human rights standards relevant to the work of volunteers
- Sensitize volunteering coordinators to their role in promoting and protecting human rights
- Provide information about rehabilitation
- Break the link between human rights and rehabilitation
- Create an understanding, that even if the term Human Rights in national written law and/or legislation is sometimes hard to find the regulations are still binding.

### Assessment methods

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## ***Module III. The Volunteering Coordinator Profile & the Volunteering Coordinator Profile in the prison context***

### **Module summary/ Main contents**

The module proposes a clear, systematic understanding of the Volunteer Coordinator Competency Profile, adapted to the prison context by offering a critical overview of the existing literature, focusing on what effective volunteer coordination means, what responsibilities this complex role covers, and the applicability of competency frameworks to volunteer coordinators in the criminal justice system. Given the complexity of the organisational environment, this module will also address challenges that can arise when coordinating voluntary staff in prison, emphasising the use of structured profiles in defining responsibilities and expectations, in order to overcome barriers, increase legitimacy and ensure sustainability and effectiveness of volunteer programmes.

### **Timetable schedule &**

#### **Self-guided learning – 2 hours**

- Introduction
- Coordinating voluntary teams
- The professional profile of volunteer coordinators
- The competency profile of volunteer coordinators
- Considerations and tasks
- Barriers and challenges
- Quiz

#### **Synchronous session – 2 hours**

- Welcome & introduction (10 min)
- Ice-breaking exercise and topic introduction (20 min)
- Review of concepts covered by section A (15 min)
- Interactive Activity: Brainstorming exercises & guided discussion (20 min)
- Interactive Activity: Brainstorming exercises & guided discussion (30 min)
- Review of concepts – revisiting the word tree game (15 min)
- Conclusions & brief intro for next MOD (5 min)

### **Learning outcomes of the module**

Upon completion of this Module, trainees should be able to:

- Understand what volunteering is
- Understand how volunteers can aid Criminal Justice Systems
- Acknowledge the need for multidisciplinary coordination efforts
- Understand what the roles and responsibilities of coordinators are
- Understand why competency profiles are useful

**Objectives of the module**

- Explain the tasks involved in volunteer coordination
- Acknowledge the challenges and barriers coordinators can face.

**Assessment methods**

- Explain the concept of managing volunteers
- Present the role and responsibilities of a volunteer coordinator
- Highlight common practices, responsibilities, and tasks of volunteers
- Recognize competencies needed for effective volunteer coordination
- Promote the need for multidisciplinary approaches
- Identify barriers to volunteering in the CJS and work to overcome them.

**Bibliographic References**

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## ***Module IV. Human Potential Development – the role of Leadership and motivation***

### **Module summary/ Main contents**

The module provides a package of essential knowledge and skills for effective volunteer management in a correctional unit. Participants will learn about volunteer management styles and methods to motivate volunteers to be active on behalf of beneficiaries and continuously improve their competencies.

### **Timetable schedule**

#### **Self-guided learning – 2 hours**

- Human Resource Management
- Human Potential Management (HPM) and its benefits
- The leader's role
- Collaborating with volunteers (communication strategies, managing tasks)
- Interactive knowledge test

#### **Synchronous session – 2 hours**

- Interactive Activity: Case studies (35 min)
- Short break (10 min)
- Interactive Activity (Brainstorming): I give, I take (20 min)
- Interactive Activity: Jumping ship (40 minutes)

### **Learning outcomes of the module**

Upon completion of this Module, trainees should be able to:

- Know and understand the concept of human potential management (HPM)
- Identify the benefits of the HPM-continuous growth approach
- Learn and distinguish between leadership styles that enable effective volunteer management in terms of prison volunteering
- Identify strategies and channels of communication with volunteers and can put them into practice
- Conduct an effective management in prison volunteering (assertiveness, open communication, negotiation skills, conflict avoidance and resolution skills, motivating volunteers)
- Design volunteer work programs, implement them, and manage them over time.

### **Objectives of the module**

- Learn the concept of human potential management (HPM) and its benefits
- Equipping participants/volunteering coordinators (managers) with knowledge and tools for effective human resource management
- Increase participants' competence in developing, implementing, and delivering volunteer programmes



- Improve communication skills (including intercultural approach to communication), organizational and interpersonal skills of participants to effectively communicate with volunteers and relevant actors within the prison.



**Assessment methods**

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)



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## Module V. Design and Delivering Volunteering Programmes in prison context

### Module summary/ Main contents

This module will focus on information and main steps that Volunteering Coordinators should follow to implement a successful volunteering programme in prison context, when planning, recruiting for, structuring, implementing, and evaluating new volunteer-programmes.

### Timetable schedule

&

#### Self-guided learning – 2 hours

- Introduction
- Definition of Volunteer
- Design and Delivering Volunteering Programmes in Prison Context
  - Step 1. Programme Planning and Needs Evaluation
  - Step 2: Volunteer Engagement
  - Step 3: Volunteer training (and orientation)
  - Step 4: Volunteer guidance/support
  - Step 5: Supervision and evaluation
- Training contents
- Volunteers' Recruitment
- Volunteer-friendly words
- Activity - Quiz

#### Synchronous session – 2 hours

- Activity 1 – Ice-break activity: your biggest hope (5 min.)
- Activity 2 – Interactive Activity: Assess your organization's preliminary conditions to assess a Volunteering Programme (15 min.)
- Presentation - Supplementary content to the Chapter "Step 1. Programme Planning and Needs Evaluation" (10 min.)
- Presentation - Volunteer Programme Best Practice (10 min.)
- Activity 3 – Interactive Activity: Brainstorming: Reflect on the preliminary stage of the "Training contents" (15 min.)
- Break (10 min.)
- Presentation - Brief overview on the course curricula structure suggested by the Jive project (2016b) for the volunteers' training (10 min.)
- Presentation - Good Practices for a Volunteer Interview Process (5 min.)
- Activity 4 – Interactive activity: Creation of an interview guide for the volunteers' recruitment process (20 min.)
- Presentation - informal interview and online recruitment (10 min.)
- Activity 5 – Worksheet: SWOT Analysis (15 min.)
- Break (10 min.)
- Activity 6 – Worksheet: Stakeholders Map (20 min.)



- Activity 7 –Interactive activity: What? Why? Where? When? How? (20 min.)
- Short conclusion – Closure of the session (5 min.)

**Learning outcomes of the module**

Upon completion of this Module, trainees should be able to:

- Mobilize skills to conduct a needs evaluation in terms of volunteering programs in prison context
- Identify and know how to implement the key steps to design volunteering programs in prison context
- Know and understand the importance of meeting the quality standards for volunteering activities in accordance with relevant legislation and regulation of the prison
- Implement a volunteering programme in prison context
- Know how to design and implement a training for volunteers in prison context
- Know how to identify and engage with key stakeholders
- Promote awareness on the need to guarantee the volunteering programme sustainability / replication.

**Objectives of the module**

- Highlight the importance of the needs evaluation
- Highlight the importance of volunteers' feedbacks and of the communication of staff involved in volunteering activities
- Identify how to design a volunteering programme (from design to implementation)
- Promote the definition of a volunteer role specifications
- Highlight the importance to have a set recruitment process
- Set how to set up a volunteers training course (step by step)
- Different training methodologies and learning styles
- Key topics to cover when training volunteers in prison context
- Present tools to manage volunteers
- Highlight the importance of the sustainability of the volunteering programme
- Present a course curriculum with the minimum training contents to train volunteers
- Promote the importance of an efficient system for communication within the prison
- Present tools to gather feedback from volunteers and constantly communicate with other prison staff involved in the volunteering activities
- Help volunteering coordinators to plan and deliver training sessions aimed to capacitate volunteering coordinator to carry out assigned tasks and responsibilities effectively.

**Assessment methods**

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## **Module VI. Physical and mental health in prison context**

### **Module summary/ Main contents**

This chapter will help you convey the ethical and socio-economic considerations of healthcare. We will first put forward key points to highlight with your trainee volunteers about why physical and mental health is equally as important in prison as in general public health systems, plus the additional rehabilitative gains to be had from joined up inside-outside healthcare. The chapter will go on to show how these critical healthcare issues are underlined in existing international standards for prisons. We will then briefly present the communicable and non-communicable diseases which present a higher burden in prisons, taking a ‘whole-prison’ approach of prisoners, staff, volunteers and visitors. The next two chapters will focus on substance misuse and on smoking as high prevalence health hazards in detention settings. We then dedicate a chapter to specific health considerations for known vulnerable groups in prison. To conclude, we return to ‘whole-prison’ healthcare, this time from a strategic perspective of healthcare management.

*“We cannot say often enough that health is a human right to which everyone is entitled, regardless of who they are. Collectively, we should meet the needs of the underserved, marginalized, and most vulnerable populations of the Region. It is our moral obligation to make health fully inclusive and non-discriminatory in every context; this is central to our understanding of universal health coverage.” Dr. Hans Henri P. Kluge, WHO Regional Director for Europe*

### **Timetable schedule &**

#### **Self-guided learning – 2 hours**

- Why is health in prison important?
- Why is mental health in prison important?
- International standards for prison health care
- Communicable diseases
- Non-communicable diseases
- Substance and alcohol misuse
- Smoking and oral health
- Vulnerable groups
- Common health strategy for staff, volunteers and prison visitors

#### **Synchronous session – 2 hours**

- Interactive brainstorming: How will you contribute to a healthy environment and healthy communities in prison? (15 min.)
- Interactive Activity (Brainstorming): COVID-19 and prisons: retrospective scenario building (30 min.)



- Worksheet: Volunteering and professional boundaries (25 min.)
- Short break (10 min.)
- Interactive Activity (role play): Active listening (35 min.)
- Conclusion (5 min.)

### Learning outcomes of the module

Upon completion of this Module, trainees should be able to:

- Identify common physical and mental health concerns of prisoners
- Identify international standards for prison health care
- Identify resources to inform themselves and wider colleagues about how these common problems can be improved
- Put into practice strategies to provide adequate care and support for mental health issues in prison.

### Objectives of the module

- Present important international standards for the promotion of prison health and mental health, reinforcing that healthcare is a right and that the state has a duty of care
- Highlight the value of working with public health and social systems (and those organisations which support service delivery) to deliver pre- during- and post-imprisonment continuity of care
- Provide an holistic approach of health in prison– the legal framework, prison health management policy and front line practice must complement one another
- Provide a brief overview of the important physical and mental health challenges in prisons, with specific reference to types of regime and vulnerable groups
- Learn strategies to provide adequate care and support for mental health issues in prison
- Promote the rehabilitative value of health and mental health care started in detention and continued after release
- Show that there are time and money resource-friendly ways to raise awareness of the benefits of better health and mental health care for all stakeholders in the prison environment.

### Assessment methods

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## **Module VII. Protection, security, and safety instructions**

### **Module summary/ Main contents**

The module proposes an overview of protection, security and safety instructions that should be addressed with voluntary teams. Within this context, the module will focus on issues of security, discipline, control, and boundaries, which will equip volunteers with knowledge and skills required to successfully perform their role without endangering themselves or others. It will also address psychosocial risks and hazards, as well as provide a brief introduction to behavioural profiling and the need for volunteers to be able to recognise certain behavioural patterns that can be observed in prison populations.

### **Timetable schedule**

#### **& Self-guided learning – 2 hours**

- Introduction
- Pillars of prison safety
- Critical Incident response
- Psychosocial risks and hazards
- Avoiding setups
- Boundaries
- Quiz

#### **Synchronous session – 2 hours**

- Welcome & introduction (10 min.)
- Ice-breaking exercise and topic introduction (15 min.)
- Review of concepts covered by section A (15 min.)
- Short break (5 min.)
- Interactive activity: Brainstorming exercises & guided discussion (60 min.)
- Review of concepts – scenario exercise (15 min.)
- Conclusions & brief intro for next MOD (5 min.)

### **Learning outcomes of the module**

Upon completion of this Module, trainees should be able to:

- Understand the pillars of prison safety and security
- Be aware of the specificities of each department
- Understand what a Critical Incident is and how to best respond to it
- Understand psychosocial risks and hazards
- Recognise behavioural patterns and avoid set-ups
- Acknowledge professional boundaries required in CJS.

### **Objectives of the module**

- Present primary factors of prison security
- Highlight common psychosocial risks and hazards

**Learning Objectives**

- Recognize certain patterns of behaviour
- Promote the need for professional boundaries.

**Assessment methods**

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## *Module VIII. How to build safe relationships with prisoners*

### Module summary/ Main contents

The module provides a basic understanding of the "labeling approach". Based on this, it offers concrete approaches to shaping an interpersonal relationship. Furthermore, it is shown how great the influence of volunteering activity can be on the everyday life of the people in prison. Practical exercises are carried out to reduce prejudice, build empathy and increase self-confidence in dealing with the prison system and its inmates. With the help of the "desistance approach", a resource-oriented approach is to be conveyed. Lastly, basic information and role plays help coordinators solidify fundamental knowledge and give volunteers the confidence they need to deal with difficult situations.

### Timetable & schedule

#### Self-guided learning – 2 hours

- Introduction
- Personal boundaries, individual motivation and resources
- The consolidation of deviant behavior and how to aid the rehabilitative process
- The “desistance” from crime
- “The 11 key messages of the desistance approach” (Handout)
- How to set up a sustainable relationship with prisoners
- Knowledge about the importance of being a pro-social role-model
- Encouraging and empowering volunteers – Their relationship can make a difference
- Motivational Interviewing
- Methods for practical use (Reflective Listening, Positive Reframing, Good Lives Model)
- Challenge and reinforce your knowledge (Quiz)

#### Synchronous session – 2 hours

- Activity 1 – Worksheet: Before it starts. A worksheet for self-reflection (10 min.)
- Activity 2 – Interactive Activity: (Brainstorming): The concept of "secondary deviance" and the role of volunteers (15 min.)
- Activity 3 – Interactive Activity: The desistance from crime. Working with the “Good Lives Model” (25 min.)
- Small break (10 min.)
- Activity 4 – Interactive Activity: Role-play on difficult situations. (30 min.)
- Activity 5 – Interactive Activity: (Role-play): Applying the motivational interview (30 min.)

### Learning outcomes of the module

Upon completion of this Module, trainees should be able to:

- Help the volunteer to articulate their personal motivation
- Set up a therapeutic relationship with prisoners
- Understand criminal behaviour from different perspectives
- See the desistance from crime as an individual process
- Understand, apply, and teach the “person-centred-approach” by Rogers
- Anticipate emergencies and exceptional situations
- Enable volunteers to carry on a conversation confidently
- Recognize why it is important to strengthen the individual motivation
- Give volunteers confidence in their own abilities.

### Objectives of the module

- Coordinators can enable volunteers to critically examine their own resources and to be mindful of their own limits
- Learn how volunteer – prisoner relationship can aid the resocialization process
- Knowledge about the importance of being a pro-social model
- Understand that each imprisoned person has individual needs
- understand that interpersonal relationships can be influenced for the better through communication concepts
- Coordinators prepare volunteers to act confidence in special circumstances
- Learn how to establish an empathic relationship.

### Assessment methods

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## Module IX. Ethics in Volunteering

### Module summary/ Main contents

The module explains what ethics is, what norms are, values. Next, human dignity is shown as a fundamental value, which for volunteers is the basis of their actions. The module addresses the issue of punishment, its purposes and functions. Practical exercises allow you to identify values and consider how much they translate into actions in prison, analyze ethical dilemmas, and be able to create a code of ethics for prison volunteers.

### Timetable schedule

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#### Self-guided learning – 2 hours

- Introduction
- Ethics
- Is it even worth it to gain and deepen knowledge in ethics?
- Moral standards
- Values
- Individual Exercise
- Ethical Dilemmas
- Dignity of the human person
- Humanizing prison punishment
- Penalty functions
- What kind of prisons do we need?
- Principle of confidentiality
- Quiz

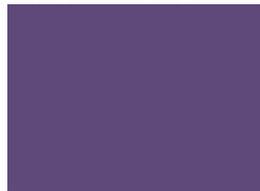
#### Synchronous session – 2 hours

- Interactive Activity (movie and brainstorming): The surprising reason our correctional system doesn't work (25 min.)
- Worksheet: Ethical problems in volunteering in prisons (20 min.)
- Small break (10 min.)
- Worksheet: Creating a code of ethics for prison volunteers and discussion (35 min.)
- Interactive Activity (Case studies): Ethical Decision Making (30 min.)

### Learning outcomes of the module

Upon completion of this Module, trainees should be able to:

- Understand the perceptions of criminal punishment from different perspectives
- Promote human dignity as a basis for conduct
- Promote ethical attitudes among volunteers
- Understand and promote the principle of confidentiality by volunteers
- Identifying one's own values and determine their impact on daily activities in prison



- Creating a code of ethics for volunteers in prison
- Promote openness to the expression of ethical concerns by volunteers
- Expressing one's own opinion on ethical issues and respecting others' differing understandings of the situation.

### Objectives of the module



- Distinguishing the dignity of the person deprived of liberty as a basis for action
- Promoting ethical attitudes and creating codes of ethics for volunteering practice
- Promoting ethical conduct in volunteering
- Provide an ethical framework for volunteering practice in prison context
- Promoting respect for confidentiality and obtaining informed consent from prisoners
- Identification of possible ethical issues and discussion.

### Assessment methods



- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## *Module X. Cooperative partnerships between prison services and civil society organisations*

### Module summary/ Main contents

This module will focus on the principle of interinstitutional cooperation, highlighting the importance of building trusting relationships and creating new opportunities with other organisations / institutions. Through this module, volunteering managers will learn about coordination skills between institutions and within institutions (e.g. establishing a common agenda) and how to create links between prison services and civil society (e.g. through agencies). They will also learn how to identify stakeholders. A multidisciplinary approach and a continuous inter-institutional cooperation will be also presented as important practice for successful reintegration of prisoners into society, explaining the MOBi Methodology as an example.

### Timetable & schedule

#### Self-guided learning – 2 hours

- Defining Cooperation
- Inter-agency cooperation and it's benefits and importance
- Partnership work process
- MOBi Methodology: mobilizing society towards (ex) offenders Reintegration
- Stakeholders Identification
- Reentry process/ Pos-realize Adjustment
- Community Based Programs
- Quiz

#### Synchronous session – 2 hours

- (8 min): Ice-Break group exercise: "Memory"
- (30 min): Worksheet: "Interagency cooperation"
- (5 min break)
- (40 min): Worksheet: Mobi methodology
- (5 min break)
- (20 min): Interactive activity (role play)

### Learning outcomes of the module

Upon completion of this Module, trainees should be able to:

- Define the nature of cooperation partnerships and and know how to communicate with each other within inter institutional partnerships
- Understand the importance and benefits of creating networks and new opportunities with other volunteering service organization, prison services and other civil society organizations
- Identify key Stakeholders and how to engage Stakeholders in an effective way



- Address any potential problems that may affect productive relationships between voluntaries and the prison staff
- Understand the volunteer role with the others agencies such as prison services and the limits of their involvement
- Encourage collaboration among key stakeholders and how they can work in partnership to promote a successful reintegration of offenders (e.g Moby methodology)
- Address the nature and scope of local re-entry issues and the resources and the social contexts to which the offender is returning.

### Objectives of the module



- Present knowledge about inter institutional cooperation and working in partnership and promote the partnership work in an effective way
- Highlight the importance of creating networks and new opportunities with other volunteering service organisations, prison services and other civil society organisations
- Identify key Stakeholders
- Raise awareness on the potential problems in working in partnership and that may affect the productive working relationships between voluntaries and the prison staff
- Present the role and planned activities of volunteers and the limits of their involvement
- Promote the collaboration among key stakeholders
- Promote the social reintegration of offenders by enhancing the collaboration between key stakeholders
- Understand the nature and scope of local re-entry issues and the resources and the social contexts to which the offender is returning.

### Assessment methods



- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## **Module XI. Monitoring, evaluation and replicability of volunteering programmes/interventions**

### **Module summary/ Main contents**

This module will provide training participants knowledge and tools to develop autonomously Monitoring & Evaluation (M&E) planning on the volunteering programmes they will manage.

The module will give first an introduction on the different meanings and definitions of M&E and on how these two aspects, if well developed, can guarantee a good quality replicability of the volunteering programmes. The introductory part will be followed by detailed descriptions of the practical aspect of M&E and programme replicability in order to give participants the essential basic information to start implementing M&E actions.

The third part of the module will then explore the knowledge acquired from the previous two parts through some practical exercises.

At the end of the module, participants will be provided with supporting materials to sustain their M&E actions in their volunteering programmes.

### **Timetable schedule**

**&**

#### **Self-guided learning – 2 hours**

- State of Play of M&E of volunteering programmes at European Level
  - Why Monitoring & Evaluation
  - Monitoring
  - Evaluation
- How to do the Monitoring & Evaluation
- Risk-assessment
  - Recruit a volunteer with criminal convictions
  - Elaborate a risk-assessment table defining your key indicators (worksheet)
- Budget elaboration
- Monitor volunteers engagement: prepare your Volunteers and prisoners monitoring forms (worksheet)
- Quiz

#### **Synchronous session – 2 hours**

- Ice-breaker activity - The Weather Forecast (5 mins.)
- Present your risk-assessment table and discuss (Interactive activity: brainstorming) (30 min.)
- *Short break* (5 min.)
- Discuss your budget (worksheet, Interactive activity: brainstorming) (35 min.)
- Role-play on how to monitor, evaluate and solve an



emergency/change of plans during the volunteering in prison programme implementation (Interactive activity: role-play) (45 min.)

### Learning outcomes of the module

Upon completion of this Module, trainees should be able to:

- Create their own table for M&E
- Coordinate the monitoring actions with other actors involved in the programme
- Learn how to develop tools to collect useful data to measure the programme's results and impacts (e.g., multisource feedback)
- Strategies to implement monitoring tools: manage the process of collecting data (who to involve and when?)
- Evaluate possible risks in the short / medium / long term that could affect the programme implementation
- Learn how to record data about volunteers and volunteering work
- Learn how to use evaluation findings to improve volunteering performance in prison.

### Objectives of the module

- Explain how to write and implement replicable quality volunteering in prison programmes
- Acquire knowledge on how to find key factors for monitoring and evaluation
- Be coherent in creating a quality volunteering in prison programme that reflects the reality where it will be implemented
- Being able to collect data and analyse it
- Develop a helicopter overview of the entire volunteer activity in the prison based on information collected constantly
- Understand how to use evaluation findings to improve volunteering within prison.

### Assessment methods

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## Module XII. Reimagine Volunteering – Creativity in Volunteering

### Module summary/ Main contents

This module will provide trainees with the knowledge of current trends on volunteering, allowing for a creative process to take place. The first part of the module will present current trends and innovative actions of volunteering in relation to the current societal issues. The second part will allow the trainees to experiment and think about creative volunteering actions they could implement.

### Timetable schedule &

#### Self-guided learning – 2 hours

- Introduction (presented through a video that shows also how the module will be structured and expected outcomes - with info listed above)
- Types of “innovative” volunteering actions
- Volunteer Coordinator and new forms of volunteering
  - Online volunteering
  - Volunteering going Green
- Quiz

#### Synchronous session – 2 hours

- Introduction - Summary of the previous section and upcoming learning activities (20 min.)
- Ice-breaking activity: Represent with a phrase, a drawing, a sound, what volunteering means to you (15 min.)
- Worksheet: Gamification (15 min.)
- Worksheet: Gamification (15 min.)
- Short break (10 min.)
- Interactive activity - brainstorming - What are the questions we should ask ourselves in order to make “greener” volunteering in prison/with a prison programme? (35 min.)

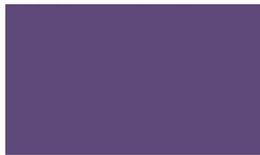
### Learning outcomes of the module

Upon completion of this Module, trainees should be able to:

- Identify and recognise current volunteering trends
- Keep updated with the emerging societal need
- Find innovative/creative volunteering responses to emerging needs.

### Objectives of the module

- Identify different challenges in the current times for volunteering
- Promote and support volunteer coordinator’ creativity, digital and green competences development
- Support volunteer coordinators in being up-to-date in its management role



- Promote the design of volunteering activities thinking on the potential of digital skills
- Highlight the importance of considering new emerging issues in volunteering.

**Assessment methods**

- Module quality assessment after completing the module
- At the end of the training (Satisfaction survey)

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## Annex 1 – Training satisfaction questionnaire

Dear participant,

Thank you for completing this training programme. Your opinion is very important to us. Please share your experience of the training: your answers are confidential and will help us to improve our work.

Please, select the box that best represents your rating for each item.

Instructions on how to fill in the questionnaire

Scale



How do you rate the organisation of the event in terms of?

	1. Bad	2. Mediocre	3. Reasonable	4. Good	5. Very good	6. Excellent
Accessibility of the e-learning platform						
Accessibility of the platform used for synchronous sessions						
Communication on the features and use of platforms						
Duration of action, according to your needs						
General schedule						
Scheduling and timing of synchronous sessions						
Administrative support						
Troubleshooting access						

How do you assess the programme contents?

	1. Bad	2. Mediocre	3. Reasonable	4. Good	5. Very good	6. Excellent
Regarding your expectations						
Learning Objectives and Outcomes						

Pedagogical resources available						
Practical application of the contents						

**How do you rate the trainer(s)?**

	1. Bad	2. Mediocre	3. Reasonable	4. Good	5. Very good	6. Excellent
Domain and knowledge of the subjects						
Use of clear and accessible language						
Promotion of a good learning environment (synchronous sessions)						

**Did you think the training event was?**

- Very theoretical
- Very practical
- Balanced, theoretical and practical

**Would you recommend attending this training event to others?**

- Yes
- No

**Please indicate other comments or suggestions for improving the training:**

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Thank you for your cooperation.



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## Annex 2 – Modules’ quality assessment

Assessment Form for Trainees - Module \_\_: \_\_\_\_\_

Please take a few minutes to complete this quality assessment form for this module. Your feedback is very important for us to improve our trainings. Please, be honest and open on your feedback.

Please rate each of the following questions on a score ranging between 1 and 5. 1 is the lowest score you can give; 5 is the highest.

### 1. How useful did you find the module?

Useless      1      2      3      4      5      Very useful

Other comments: \_\_\_\_\_

### 2. How good did you find the topics covered by this module?

Not good      1      2      3      4      5      Very good

### 3. How useful was this module for acquiring or recycling knowledge and sharing experiences regarding volunteering in the prison context?

Useless      1      2      3      4      5      Very useful

Other comments: \_\_\_\_\_

### 4. Are there any topics, that you feel that should be included in this training module, currently missing?

Yes

No

Other comments: \_\_\_\_\_

### 5. Did you feel you had enough support from your trainer?

Yes

No

Please explain why or, if not, why not:

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If you have any further comments or feedback, please indicate them below:

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Thank you for your cooperation.



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# Volpris.EU

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