

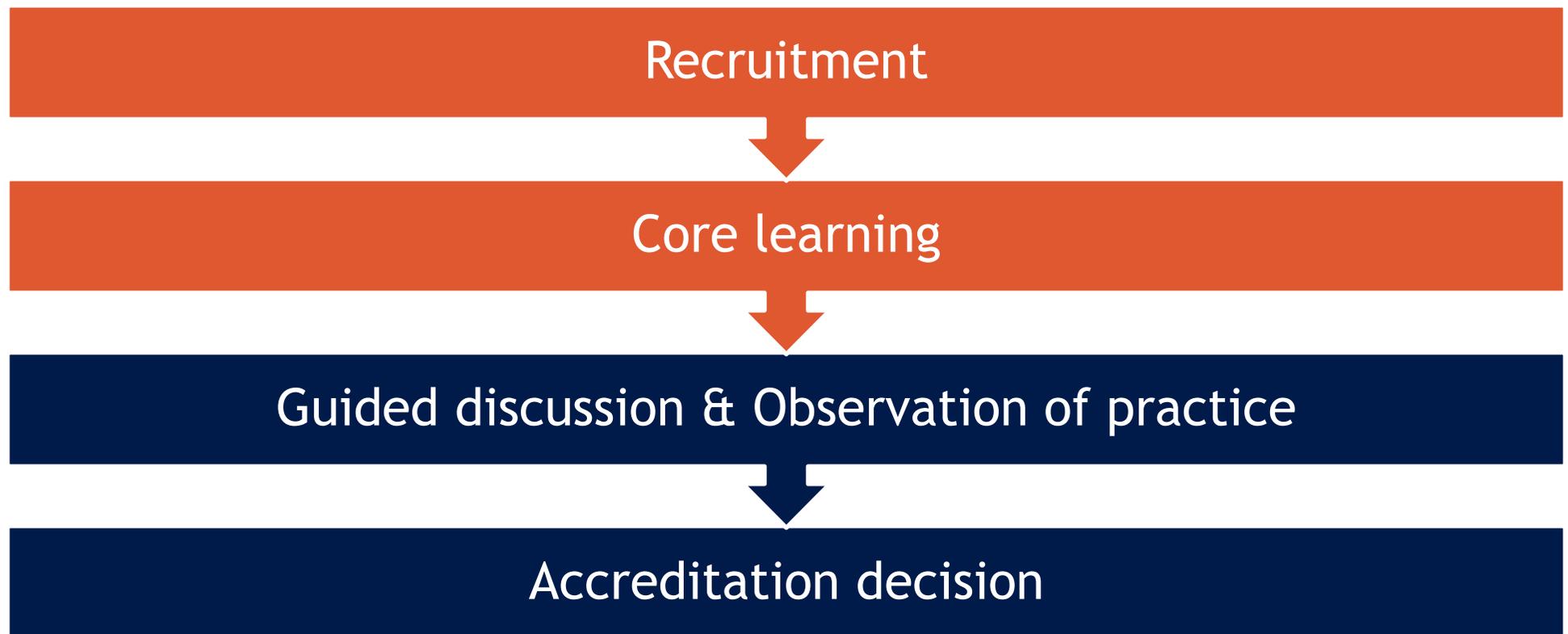
Minimum standards on accreditation

Victim Support England & Wales

VS - an overview

- Have Pool of 6,700 volunteers of which 4,300 are active
- Represent FTE equiv of 820 staff with paid staff of 1250
- Our Victim service - deals with over 1 million referrals a year
- Our Witness service - deals with over 200,000 witnesses a year
- Value of volunteers around £15m
- Volunteers split as 1 to 2 for VS to WS

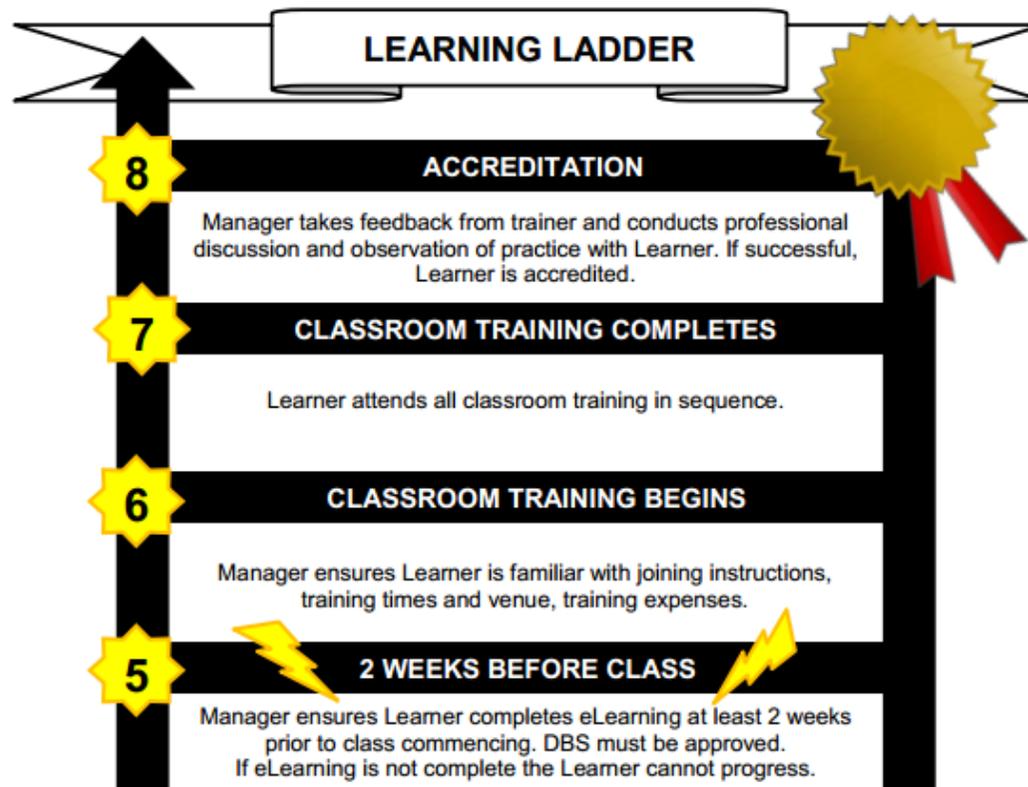
A volunteer's journey to accreditation



Step 1 - Recruitment

- Application form and interview
- DBS completed
- Provide two referees
- If unsatisfactory DBS or references a risk assessment is done
- Either unsuccessful or go onto core learning

Step 2 - Core learning: The Learning Ladder



find the strength

New: e-learning for volunteers



Classroom training

Classroom training takes four days:

- Day 1: the experience of victims and witnesses
- Day 2: equality and inclusion
- Day 3: support skills
- Day 4: putting it all together

Step 4 - Accreditation

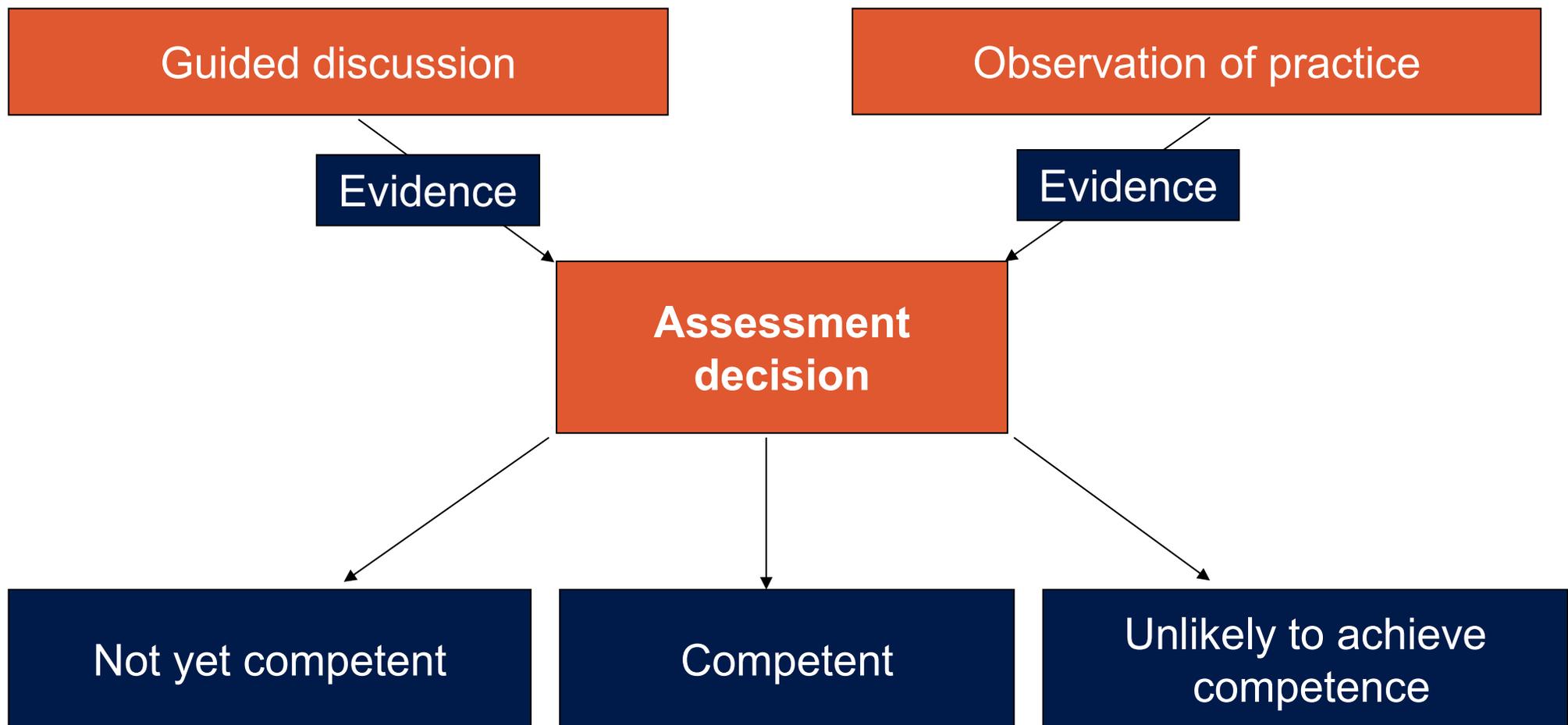
The accreditation process:

Collecting evidence about whether the volunteer has the **minimum knowledge and skills** as defined in the **core learning outcomes** to provide services to victims and witnesses on behalf of Victim Support.

Learning outcomes

- Volunteers are required to meet certain learning outcomes from their training
- There are different knowledge and performance outcomes required

Overview of the accreditation process



Guided discussion

- An opportunity for volunteers to provide:
 - evidence of their knowledge and understanding relating to set criteria
 - evidence performance criteria that would be unlikely to occur in a single observation
- Should be a conversation rather than a Q&A session
- Can be recorded on audiotape or in writing

Observation of practice

- An opportunity for volunteers to:
 - show evidence of their performance when relating to a specific victim's or witnesses circumstances
 - demonstrate the range of skills required to provide support
- Can take place during a meeting, home visit or phone call

Quality assuring accreditation

- Managers are trained in accreditation
- Managers are job knowledgeable and often job competent (a lot of managers were once volunteers)
- Those making accreditation decisions should have opportunities to discuss their practice with others
- Senior managers should annually 'dip sample' accreditation records to quality assure them

Specialist services

- Victim Support specialist support services include:
 - Sexual violence
 - Domestic abuse
 - Children and young people
 - Families of victims of homicide
- Volunteers require further training in order to provide support.

What Next?

- Consider creating a recognised qualification eg City and Guilds
- Business opportunity

Any questions?