

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Volunteer Partnership					
<b>TSC</b>	Volunteer Programme Evaluation					
<b>TSC Description</b>	Evaluate the effectiveness of volunteer programmes in meeting its stated objectives					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>SSC-CFC-2046-1.1</b>	<b>SSC-CFC-3046-1.1</b>	<b>SSC-CFC-4046-1.1</b>		
		Support the evaluation of volunteer programmes to determine their effectiveness	Evaluate the effectiveness of volunteer programmes to determine if they meet their stated objectives	Develop mechanisms to evaluate the effectiveness of volunteer programmes		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Performance appraisal and evaluation techniques</li> <li>Organisational policies and Standard Operating Procedures (SOPs) relating to volunteers</li> <li>Codes of practice and standards of performance expectation of volunteers</li> <li>Types of volunteer programmes</li> <li>Data collection methods and practices</li> </ul>	<ul style="list-style-type: none"> <li>Programme evaluation frameworks and methods</li> <li>Methods to track volunteer programme effectiveness</li> <li>Methods to analyse data</li> </ul>	<ul style="list-style-type: none"> <li>Best practices in volunteer programme evaluation</li> <li>Methods to develop and review policies and processes for volunteer performance and programme evaluation</li> <li>Characteristics of effective volunteer programmes</li> </ul>		
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Support the collection of data and feedback to track effectiveness of volunteer programmes</li> <li>Support the evaluation of the effectiveness of volunteer programmes and suggest areas for improvement</li> <li>Propose improvements to organisational policies and SOPs relating to volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Identify goals for volunteer programmes in collaboration with programme managers and management</li> <li>Implement tracking mechanisms to collect data on effectiveness of volunteer programmes</li> <li>Analyse the data from volunteer activities and performance of the volunteer</li> <li>Evaluate volunteer programmes according to stated goals and timelines</li> <li>Identify areas for improvement based on evaluation outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Determine data to be collected to track effectiveness of volunteer programmes</li> <li>Develop tracking mechanisms to collect data and measure effectiveness of volunteer programmes</li> <li>Determine analysis required to evaluate effectiveness of volunteer programmes</li> <li>Recommend areas for improvement to management based on evaluation outcomes</li> <li>Develop and review policies and Standard Operating Procedures</li> </ul>		

SKILLS FRAMEWORK FOR SOCIAL SERVICE  
 TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

				(SOPs) on volunteer performance evaluation and volunteer programme evaluation		
--	--	--	--	---	--	--