## TSC Category
Volunteer Partnership

## TSC
Volunteer Retention and Engagement

## TSC Description
Conduct volunteer engagement and develop strategies to engage and retain volunteers

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
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<td>Support the implementation of strategies to engage and retain volunteers</td>
<td>Implement strategies to engage and retain volunteers</td>
<td>Develop strategies to engage and retain volunteers</td>
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### Knowledge
- Volunteer engagement strategies
- Volunteer management frameworks
- Methods and tools for training needs analysis
- Organisational policies and procedures relating to volunteers
- Approaches and techniques for building relationships with different volunteer groups
- Volunteer retention and recognition strategies
- Training and professional development planning processes
- Volunteer engagement frameworks and methods
- Best practices and approaches for building relationships with strategic volunteer groups
- Retention and recognition strategies for strategic volunteer groups
- Methods for tracking volunteer engagement

### Abilities
- Provide support to retain volunteers
- Support the implementation of training and professional development plans for volunteers
- Maximise volunteer retention by communicating the values of volunteers’ roles and contribution
- Communicate organisational support and commitment in order to retain volunteers
- Contribute to the development of volunteer engagement activities for volunteers
- Implement the volunteer resource plan to reflect a climate of recognition and support for volunteers
- Monitor the engagement level of volunteers
- Maintain feedback and engagement channels with volunteers
- Identify professional development opportunities for volunteers
- Work with programme staff to implement guidelines and strategies to engage volunteers
- Develop strategies and plans to build an environment of recognition and support for volunteers
- Identify and communicate values of volunteers to organisations and key stakeholders
- Design measures to improve the engagement level of volunteers
- Develop feedback and engagement channels for volunteers
- Work with programme staff to develop guidelines and strategies for engaging volunteers

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| strategies and initiatives to retain volunteers | • Develop strategies to build and engage volunteer network  
• Design methods to measure and track engagement level of volunteers  
• Review strategies to engage and recognise volunteers and identify enhancements required |