Onboarding, Induction & Mandatory Learning

Volunteers should receive a clear and welcoming induction that covers essential information about the organisation, their role, and key contacts. Mandatory learning — such as safeguarding, health and safety, and confidentiality — should be delivered in an accessible format, with support available to ensure understanding and completion.

For more information please see our [Onboarding of Volunteers Guide](#) and NCVO's guidance on [Running a Volunteer Induction](#).

✔ Standards

- Provide an organisational induction plus role/setting specific modules of training.
- Record completion of training in a shared record when portability applies. This supports portability between organisations.
- Organisation tour, meet the teams, policies, incident reporting, lone working, digital tools, role shadowing, signoffs.
- Discuss health conditions (privately) complete risk assessments if relevant.
- Consider creating easy-read versions of policies and procedures.

Templates

[11. VfH | Volunteer Induction Check List](#)