

## **Befriending Training overview for trainees and checklist**

**Last updated: 01/11/2021**

### **Introduction to training:**

Thank you for applying to become a Volunteer Befriender with seescape. Each year seescape supports around 3,500 people living with visual impairment/s in Fife. Without the contribution of our volunteers, we would not be able to reach as many clients as we do. Being a befriender is an important and valuable role which brings genuine connection to the lives of people living with visual impairment. Through a weekly phone call your contribution can make a huge difference to seescape clients and helps to alleviate loneliness and isolation. Whether it's chatting about shared interests, experiences, favourite recipes, music, TV shows, books or travel, etc, telephone befrienders can play a hugely important role in a person's life by providing regular contact and building rapport. All befriending partnerships are overseen by seescape to monitor how it's going, if there are any issues it's important you are talk these through with the Coordinator at seescape as soon as possible. Ongoing support and training are an important part of the experience so please ask and use opportunities available to you.

### **How do I access the training?**

Participants and potential befrienders can complete the training in their own time, by downloading three separate modules onto their own device (e.g., laptop/PC, smart-phone, or tablet). A device with the ability to connect to the internet and download files (Mp4 format, word documents and/or PDF documents) will be required. If the materials are not accessible please request an alternative format (e.g., in hard copy).

### **Training topics includes:**

- Module 1 – Introduction to Befriending and seescape
- Module 2 – Confidentiality and Safeguarding
- Module 3 – How to Befriend.

### **Assessment:**

Each module is made up of a slideshow, containing audio and slides to explain key topics to trainees. There are accompanying handouts with each module.

During the application process, volunteers will be assessed for their suitability for volunteer befriending via an Application Form, 2 references, a PVG check and an informal chat with the Coordinator about their interests and what's involved.

### **Mandatory elements:**

The two key agreements which all volunteers must agree and sign electronically, to return with date included, are:

- 1. Telephone Befriending Agreement (Module 1) and**
- 2. Confidentiality Agreement (Module 2)**

Following completion of each module, the coordinator will have a discussion with each trainee about the training content, answer any questions and talk about any topics or support materials for further clarification (see Outline of training materials and assessment sheet, at the end of this document).

### **Live sessions:**

On occasion it may be possible to host a live training session on Zoom if there are enough trainees available, who have access to Zoom (for more information please speak to the Coordinator). As part of this the Coordinator will set a time and date where each module will be delivered over a period, roughly setting aside 90 minutes per module. These will be agreed with trainees at the start.

If, for whatever reason a trainee is unable to attend a live training session, or part of one, they can discuss how they would like to access it at an alternative date.

### **Method of delivery for home learning:**

A timescale of releasing the materials will be agreed between the trainee and Coordinator. For example, this may involve downloading all three modules at one time to be completed over several days/weeks. Or it may

involve releasing each module, one at a time over an agreed period, so the trainee can discuss each module with the Coordinator once completed. If trainees require any of the materials and content of training delivered in an alternative format, this can also be discussed.

### **Ongoing learning and training:**

Once trainees have completed the induction training for Volunteer Befriending, they will agree a time when they intend to complete the Adult Protection Course from NHS Grampian (instructions to access available on a separate document, as part of Module 2 – please request if you don't receive).

### **Evaluation:**

At the end of the training course, trainees will be asked to anonymously send their feedback via an online survey to help monitor and make improvements of future attendees.

### **Certification:**

Once the Modules have been completed and trainees have received a successful Protection of Vulnerable Groups (PVG) check they will be issued with a certificate to confirm completion of the course.

### **Ongoing support and training:**

Volunteers are invited to feedback to the Coordinator any training needs or ongoing support issues on an informal basis by contacting the Coordinator directly, or via one to one Reflect and Review sessions.

Volunteers are also invited and welcomed to meet with other volunteers at seescape's fortnightly zoom calls (invites sent out in advance), to find out news, discuss topics of interest and other training needs.

For more information about any aspect of the training for volunteer befrienders, or anything else please contact Kirstie Henderson, Community Engagement Coordinator at seescape on: 01592 644979 / Ext: 2033 DD: 01592 649 883 or 07946 288712. Email:

[kirstie.henderson@seescape.org.uk](mailto:kirstie.henderson@seescape.org.uk)

[www.seescape.org.uk](http://www.seescape.org.uk)

## Outline of training materials and assessment sheet:

### Module 1 Befriending and seescape

Document or file:	Volunteer notes	Completed date
1. Volunteer Background		
2. Volunteer Agreement	<b>Needs to be signed and returned</b>	
3. Client Background		
4. Video/slide show		
5. Resources for Volunteers		
6. seescape and sight loss PowerPoint		

### Module 2 – Confidentiality and safeguarding

Document or file:	Volunteer Notes	Completed date
1. Video/slide show Module 2		
2. Lone Volunteering Policy		
3. Adult Protection Policy for volunteers		
4. Volunteer Confidentiality and data protection agreement (sign)	<b>Needs to be signed and returned</b>	
5. NHS Grampian Module (instructions for accessing)	<b>Speak to seescape about timescales for completing.</b>	

### Module 3 – How to Befriend

Document or file:	Volunteer notes	Date completed
1. Video/slideshow Module 3		
2. Handling difficult conversations		
3. Active listening		
4. Awareness of roles in befriending		
5. Managing endings		
6. Getting to know your befriender		
7. Supervision policy for volunteers		

### Any other notes:

<b>Volunteer:</b>
<b>Coordinator:</b>

**Signed (volunteer name)**

**Date:**

**Coordinator signature:**

**Date:**



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 seescape, Wilson Avenue, Kirkcaldy, Fife KY2 5EF

**T:** 01592 644 979 **E:** [info@seescape.org.uk](mailto:info@seescape.org.uk) **www.seescape.org.uk**  /seescapefife  @SeescapeFife

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