



AU COMMITTEE FAQs

Section 1. Club Captains

Q. I haven't got access as a Provider to the club account what should I do?

A. You will need the login email address and password to access your club provider account. You should contact sportsvolunteer@manchester.ac.uk to get this information. You will need to state your name, position and club.

Q. I have my Club Provider account details what do I do next?

A. You need to log on to the [system](#) as a PROVIDER (not a 'volunteer'). Here you will be able to see all the details on opportunities and volunteers linked to your club. You will need to access this information each month to verify the hours of your committee volunteers.

Q. Why do I need to verify hours and how do I complete this?

A. ONLY volunteer hours that have been verified on the system are counted at the end of the year (if you do not verify someone's hours they could end up missing out on an award such as Stellify or Club Colours). Therefore it is important that at the end of each month you log on to the system as a Provider and verify the hours that your committee members have logged that month

NOTE: life is much easier for us all if all hours are logged and verified in the month they are completed. There are ways around this but it gets messy!

Suggestion Set a date for all committee members to log hours by e.g. 25th of the month. This will give you enough time to then verify the hours before the end of the month

Along with the email confirmation on Provider account log in details you will have received an attachment on how to verify hours. If you do not have this please request it by emailing: sportsvolunteer@manchester.ac.uk

Q. We need another opportunity / committee positions adding to the system what shall we do?

A. Due to the nature of the system and the intricacies it is best to send the information to the SVS coordinator to make any additions. Please send to e: sportsvolunteer@manchester.ac.uk the following details:

- Name of position
- Name and contact details (email and mobile) of person taking the position
- What the position entails (so we can see whether it is sport leader category role)

(Please note we may need to change the name of the position to fit in with the UoM sport titles and so we can allocate the correct training to sport leader positions.)

Q. We do not have enough money in our budget to put members through a required Health and Safety course. How can we access funding to help with this?

A. SVS has bursary funding available for volunteers registered on the scheme and regularly logging volunteering hours. The SVS funding is to help to develop the skills of individuals which they can then use in their volunteering and hopefully in the future. If AU clubs can benefit from this that is great, but it is not the main reason for the funding.

Information on funding and how to apply was sent to you with the email confirmation on Provider account log in details. If you do not have this please request it by emailing:

sportsvolunteer@manchester.ac.uk

Q. My committee members have asked me why they need to sign up to the scheme, it is just a method of tracking hours?

A. It would be great if you could be an advocate of the scheme by letting ALL club members know why it is of benefit to them to be involved. Here are some of the reasons people may want to be involved:

- a. Official recognition for all UGs on [HEAR](#)
- b. Official recognition for those UGs fulfilling all elements of the [Stellify Award](#)
- c. [Bursary funding](#) towards qualifications
- d. Free access to workshops to help you with your employability skills
- e. Access to other volunteering opportunities in the local community to build skills, make friends and influence people, whilst gaining a wealth of experience
- f. Support from our knowledgeable UoM Sport staff to make volunteering work for you
- g. Free kit for all community volunteers

Q. How can I get my club members trained in some basic first aid skills?

A. Basic Sports Injury First Aid are organised by the UoM Sport office – This year the date put aside for AU SVS members - 25th September 2-5pm [Book Here](#) . You can attend on one of the others sessions if you need to.

Q. What other training does the university offer to committee members?

A. In order to complete the Sport Leader role and be counted for the Step up to Lead section of Stellify, committee members need to undergo some element of leadership training (commensurate with their role), as well as complete a minimum of 25 hours of volunteering in their role.

Some DATES FOR YOUR DIARY - If you want to book on any of these courses please email sportsvolunteer@manchester.ac.uk

- a. Sport Leaders Induction Day – Saturday 14th September – for all AU Club Captains plus at one other, in leadership role, from each club
- b. On the way : Hockey umpire level 1, Hockey coach level 1, Netball INTO officiating course, Basketball Young Officials course (Ref Level 1 and Table official), Transferrable skills workshop
- d. External course open for booking: Netball Level 1 and 2 coaching courses – see attached email for details

Section 2. Committee members

Q. I have applied to the system but when I try to join any position it says I am 'not cleared for volunteering' what does this mean?

A. When an individual signs up to the system they will get information in an email telling them what happens next. Their profile needs to be cleared, activated and we must ensure they are linked to the correct groups – if this doesn't happen they won't be able to join any AU committee opportunities. This means you will need to wait at least until the next working day to be cleared and then will be able to join positions online. (**NOTE:** I do not work on Fridays so anyone who applies after 3pm on Thursday will not be cleared until the following Monday)

Q. How do I find my position?

A. You should log on to the SVS system and then in the SEARCH box type 'AU (Club name)'. All your positions available within your club will show in a list which you can select from. Once selected you need to 'JOIN' your position

Q. What should I do if my position is not on the system?

A. Contact your club captain. The role names on the system are generic UoM Sport roles and yours will come under one of these. If it does not your club captain should contact the SVS coordinator

Q. Why should I join the Sports Volunteer Scheme?

- A. Here are some of the reasons people may want to be involved:
- a. Official recognition for all Under Graduates on [HEAR](#)
 - b. Official recognition for those UGs fulfilling all elements of the [Stellify Award](#)
 - c. [Bursary funding](#) towards qualifications
 - d. Free access to workshops to help you with your employability skills
 - e. Access to other volunteering opportunities in the local community to build skills, make friends and influence people, whilst gaining a wealth of experience
 - f. Support from our knowledgeable UoM Sport staff to make volunteering work for you
 - g. Free kit for all community volunteers

Q. When should I log my hours?

A. Hours should be logged on an opportunity in the month that they are completed.

Q. What happens if I forget to log my hours?

A. You are able to log your hours and change the date to the correct month or just log them in the current month. The important thing is to let your club captain know which way you have done this so they can be verified with the correct date.

Q. Who verifies my hours?

A. Volunteering hours which you log need to be verified in order for them to count for any records / awards. For AU committee hours they will be verified by the club captain at the end of each month. For community hours these are verified by the contact at the Provider organisation.

Q. What should I do if my hours have not been verified?

A. Your first port of call should be your club captain. If they are having issues or they need assistance with this action they should contact SVS coordinator on sportsvolunteer@manchester.ac.uk

Q. How do I get involved with volunteering in the community / other roles outside my AU club committee?

A. As a registered member of the Sports Volunteer Scheme you are able to search on the SVS system for volunteering opportunities outside of your AU role.

If you wish to do this you will need to complete a brief online induction and attend a 10 minute catch-up with the SVS coordinator first.

Go to the website: <https://sportsworkforce.manchester.ac.uk/vk/volunteers/index.htm> and SEARCH: SVS Induction