VIEWS STARTER KIT

FOR VOLUNTEERS

VIEWS

Volunteering for Inclusion &
Empowerment With Sports

ENGLISH

2025

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Table of Contents

Table of Contents 2
Pre-Volunteering Preparation Checklist 3
Introduction 3
Part 1: Research & Understanding (Before Applying) 3
Part 2: Self-Assessment (Before Applying) 5
Part 3: Application and Interview Preparation 7
Part 4: First Day Preparation 8
Know Your Rights – Quick Guide (EU Overview) 10
Volunteer Portfolio 12
About Your Portfolio 12
Part 1: Personal Profile 12
Part 2: Skills Overview 13
Part 3: Current and Previous Volunteer Experience 15
Part 4: Training & Qualifications 19
Part 5: Testimonials & References 20
Part 6: Growth & Development 21
Adjustment Request Letter Templates 22
Part 1: How to Start your Letter 23
Part 2: Adjustment Request Examples 24
Part 3: Closing Paragraph 26
Final Checklist 26
Volunteer Experience Reflection Journal 27
Introduction 27

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Pre-Volunteering Preparation Checklist

Introduction

This checklist helps you prepare before starting a new volunteering role. You can work through each section at your own pace, and remember that not every item will apply to every role.

Part 1: Research & Understanding (Before Applying)

Organisation Research

- ☐ Visited organisation's website
- ☐ Checked their social media pages
- ☐ Read recent news or updates about them
- ☐ Spoken to someone involved in or previously involved in the organisation
- ☐ Identified what interests me about this organisation
- ☐ Understand what sports/activities they offer
- ☐ Found a volunteering role in the organisation that interests me

Understanding of the Role

- ☐ Read the role description carefully
- ☐ Understand the main responsibilities
- ☐ Understand the time commitment required
- ☐ Know when and where I would volunteer
- ☐ Know if training is provided
- ☐ Understand what skills they're looking for

Venue Research

- ☐ Located venue address and postcode
- ☐ Looked at venue online (website, maps, street view)
- ☐ Identified parking options or checked public transport routes
- ☐ Checked for any accessibility information
- ☐ Checked it’s suitable for me to access by walking/cycling/wheelchair, etc.

My notes:

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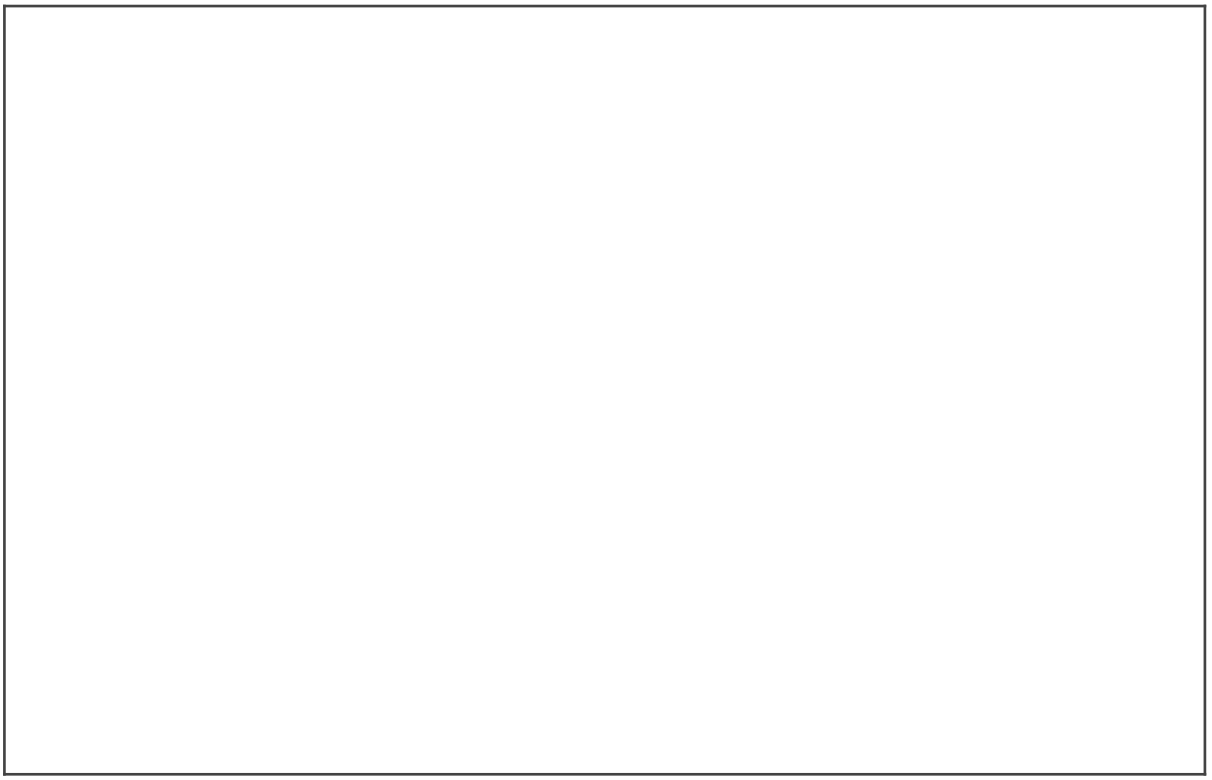

Part 2: Self-Assessment (Before Applying)

Skills Match

- ☐ Listed my strengths (from Module 1) that I think are relevant to the role/tasks I will be doing
- ☐ Identified skills I want to develop
- ☐ Thought about any relevant experience I have
- ☐ Thought about what makes me suitable
- ☐ Prepared examples that I can talk about in the interview

Needs Assessment

- ☐ Identified any adjustment needs (from Module 3)
- ☐ Thought about physical access requirements to the venue(s)
- ☐ Thought about what communication preferences I have (from Module 3)
- ☐ Thought about my preferences for my schedule
- ☐ Listed any equipment I will need

Practical Considerations

- ☐ I think I have the energy to take on this role at the times and days I'm needed
- ☐ The role fits in with my other time commitments
- ☐ I have checked for backup transport options
- ☐ I have considered the costs involved (travel, etc.)
- ☐ I have checked if the organisation can cover part, or all, of my expenses

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Transport Planning

My Regular Journey

Write down where you will be travelling to and from for your volunteering role. Write down the primary way you plan to get there, as well as a backup method you could use if you need to. Write down how long each one will take on a normal day.

From:

To:

Primary Method: **Travel Time:**

Backup Method: **Travel Time:**

- ☐ I have enough time to travel to and from the venue

My notes:

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Part 3: Application and Interview Preparation

Application Materials

- ☐ Created/updated my personal statement
- ☐ Prepared examples of relevant experience
- ☐ Listed my key strengths with examples
- ☐ Have contact details for references
- ☐ Drafted requests to ask for any adjustments that I might need
- ☐ Proofread all written materials
- ☐ Obtained an EU disability card if I am eligible for one

Interview Topics

I am prepared and confident to discuss in an interview:

- ☐ My enthusiasm for the volunteering role
- ☐ My understanding of the role and what it requires
- ☐ Relevant skills and strengths I bring
- ☐ My reliability and commitment

Interview Preparation

- ☐ I have a suitable outfit to wear to my interview
- ☐ I have planned some questions I want to ask
- ☐ I have prepared the things that I will bring with me
- ☐ I know where the interview will take place and how to get there
- ☐ I have practiced an interview with a friend or family member

My notes:

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Part 4: First Day Preparation

The Night Before

- [ ] Prepared clothes and bag
- [ ] Fully charged my phone
- [ ] Reviewed my journey plan
- [ ] Checked the weather forecast
- [ ] Set an alarm

Useful Things to Bring

- [ ] Phone
- [ ] Wallet
- [ ] Notebook and pen
- [ ] Water bottle
- [ ] Snacks
- [ ] Lunch
- [ ] Spare clothes
- [ ] Rain jacket/umbrella
- [ ] Sun cream
- [ ] Phone charger/power bank
- [ ] Tissues
- [ ] Hand sanitizer
- [ ] Spare change for parking/emergency
- [ ] Any personal medications
- [ ] Any personal equipment needed

Things to Remember for your First Day

- [ ] Arrive 10-15 minutes early
- [ ] Take deep breaths if nervous
- [ ] Introduce yourself confidently
- [ ] Asking/making contact with volunteering buddy (if relevant)
- [ ] Familiarise with the other volunteers and staff members

- ☐ Ask questions when unsure about something
- ☐ Remember that it's okay to be quiet sometimes
- ☐ Take notes if helpful
- ☐ Take breaks when needed
- ☐ Be patient with yourself - it's a learning process

Progress Tracker

Part 1 (Research): ☐ Complete
Part 2 (Self-Assessment): ☐ Complete
Part 3 (Application and Interview): ☐ Complete
Part 4 (First Day Preparation): ☐ Complete

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Know Your Rights – Quick Guide (EU Overview)

As a volunteer with a disability, your rights include:

- **Equality and Non-Discrimination:** You must be treated equally and fairly, without discrimination based on your disability.
- **Accessibility:** You have the right to accessible volunteering environments, including physical spaces, online materials, and communication.
- **Reasonable Adjustments:** You can request modifications or adjustments to your volunteer role/tasks, environment, or schedules to ensure equal participation.
- **Privacy and Confidentiality:** You have the right to privacy regarding your disability or medical conditions.
- **Informed Consent:** You have the right to clear and understandable information about volunteering roles/tasks, expectations, and conditions.
- **Safety and Protection:** You should volunteer in safe conditions and be protected from exploitation, harassment, and bullying.
- **Participation and Inclusion:** You have the right to be actively included in planning and decision-making processes related to your volunteering.
- **Support and Training:** You are entitled to proper training, support, and mentoring to carry out your volunteering role/tasks effectively.
- **Feedback and validation of learning outcomes:** You have the right to receive constructive feedback on your performance and to have the skills and experience gained through volunteering formally recognized or validated where possible.
- **Expenses and Insurance:** The organisation you volunteer with may offer to cover expenses, such as travel costs, and to cover you under an insurance policy for third-party liability if you accidentally cause damage or injury. Coverage may also apply if you become sick or injured while carrying out your volunteering experience.

Legal Framework and Resources:

- **UN Convention on the Rights of Persons with Disabilities (CRPD)** – Global framework outlining disability rights.
- **EU Disability Strategy 2021–2030** – Sets out EU-wide goals for disability inclusion and rights.
- **European Accessibility Act** – Ensures accessible products, services, and environments across Europe.

- **Volunteering Charter: European Charter on the Rights and Responsibilities of Volunteers** - defines the principles, rights, and responsibilities ensuring fair, safe, and meaningful volunteering across Europe.
- **Local and National Laws:** Check your country's disability discrimination laws and volunteer rights.

Steps if Your Rights Are Violated:

1. Document the incident clearly, noting date, time, people involved, and what happened.
2. Raise your concerns directly with your volunteer coordinator or organisation.
3. If unresolved, submit a written formal complaint using your organisation's grievance procedure.
4. Seek external support from local disability advocacy groups or legal advisory services if necessary.

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Volunteer Portfolio

About Your Portfolio

This portfolio helps you document and showcase your volunteering experience, skills development, and achievements. Use it for:

- Applying for new volunteering opportunities
- Applying for a new job
- Keeping track of your development and achievements

Part 1: Personal Profile

Contact Information

Name:
Email:
Phone:
Address:

Personal Statement

Write 2-3 sentences about yourself, your interests, and what motivates you to volunteer. Look back to your answers in Module 1 for help with this.

Part 2: Skills Overview

Core Strengths

List your key strengths identified in Module 1

People Skills:

Thinking & Organisational Skills:

Personal Qualities:

Practical Skills & Knowledge:

Skills Developed Through Volunteering

If you already have skills that you have developed through previous volunteering experience, list them here.

Skill	How I Developed It

Part 3: Current and Previous Volunteer Experience

If you currently have a volunteering role or have had one previously, write about them here.

Current Role(s)

Organisation:

Role Title:
Date Started:

Key Responsibilities:

Skills Used:

Achievements:

What I learned:

Previous Roles

Organisation:

Role Title:
Start Date:

End Date:

Key Responsibilities:

Skills Used & Developed:

Achievements:

What I Learned:

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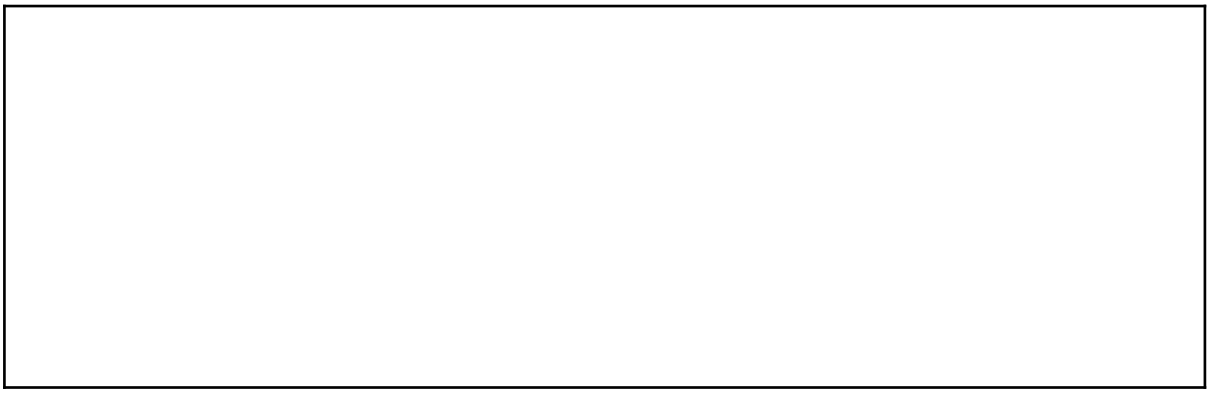

Part 4: Training & Qualifications

Completed Training

Training/Course	Link to Course or Certificate	Date Completed	Things I Learned
VIEWS Volunteer Training Course			

Certifications

Certification	Issued By	Date	Expiry (if applicable)

Other Relevant Learning

Part 5: Testimonials & References

Positive Feedback Received from Others

From:

Role:

Date:

What They Said:

References

Reference 1:

- **Name:**
- **Role/Relationship:**
- **Organisation:**
- **Contact:**
- **What they can say about me:**

Reference 2:

- **Name:**
- **Role/Relationship:**
- **Organisation:**
- **Contact:**
- **What they can say about me:**

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Part 6: Growth & Development

List any goals you have in volunteering. This could be anything from skills you want to develop, a type of role you want to gain experience in, or people you want to get to know better.

Try to set a date you want to achieve your goals by, and list any steps you could take towards reaching those goals.

My goals:

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Adjustment Request Letter Templates

When to use these letters:

- When first applying for a volunteering experience
- After accepting a role but before starting
- When you want to ask for adjustments

Make sure to:

- Be specific about what you need
- Suggest practical solutions that you think would help you
- Explain how they will help you work more efficiently
- Use positive language
- Keep it professional and friendly

Remember that requesting adjustments demonstrates your own self-awareness and professionalism. Organisations will want to hear about how they can accommodate you, because they want you to be able to perform at your best.

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Part 1: How to Start your Letter

Applying for a New Volunteer Role

Choose one of these examples if you are applying for a brand new volunteering position.

Option 1

"I am writing to express my interest in the [specific role] volunteer position with [organisation name]. I am very excited about this opportunity because [mention something about the role that particularly interests you]. To ensure I can contribute effectively from the start, I would like to discuss some adjustments that would support my participation."

Option 2

"I am applying for the [specific role] volunteer position with [organisation name]. I believe my skills in [mention relevant skills] would make me a valuable addition to your team. To perform at my best in this role, I would like to ask about the following adjustments that would enable me to fully utilize my abilities."

Asking for Adjustments in an Existing Role

Choose one of the following examples when you want to ask about adjustments in your current volunteering role.

Option 1

"I have been really enjoying my time volunteering as [role] with [organisation name] over the past [timeframe]. The experience has been rewarding and I want to be able to continue volunteering to the best of my ability. As I have settled into the role, I have identified some adjustments that would help me volunteer even more effectively."

Option 2

"Over the past [timeframe] of volunteering as [role] with [organisation name], I have learned a great deal about the position and my own needs within it. To ensure I can continue volunteering effectively, I would like to discuss some adjustments that would support my ongoing participation and development."

Part 2: Adjustment Request Examples

After your opening, use one or more of these sections to describe your specific needs. Look back to module 3 where you identified some of your needs if you need help with this.

Template 1: Physical Access Adjustments

I would benefit from the following physical access adjustments:

- [e.g., Step-free access to volunteer areas]
- [e.g., Accessible parking close to the entrance]
- [e.g., Accessible toilet facilities nearby]

I would be happy to visit the venue in advance to discuss any practical arrangements.

Template 2: Communication and Information Needs

I would benefit from the following communication adjustments:

Information Sharing:

- [e.g., Written instructions or task lists provided in advance]
- [e.g., Key information shared via email rather than phone calls]
- [e.g., Instructions in large print or digital format]

During Sessions:

- [e.g., One-to-one explanations for new tasks rather than group briefings]
- [e.g., Extra time to process information and ask questions]
- [e.g., Regular check-ins about how things are going]

These adjustments will enable me to understand my role/tasks clearly and contribute confidently to the team.

Template 3: Sensory and Environmental Needs

I would like to discuss some adjustments for my sensory needs.

My needs include:

- [e.g., Access to a quieter workspace when possible]
- [e.g., Ability to take short breaks in a calm area]
- [e.g., Reduced background noise or use of noise-reducing headphones]
- [e.g., Control over lighting in my immediate workspace]

Practical Solutions: I suggest [propose specific solutions, e.g., "positioning my work station away from the main activity area" or "having a designated quiet space I can use during breaks"].

These adjustments will help me manage sensory input and maintain my energy throughout sessions, allowing me to give my best contribution to the team.

Template 4: Schedule and Time Management Needs

I would like to discuss scheduling arrangements:

My availability and needs:

- I can volunteer on [days/times] consistently
- I work best during [time of day] when my energy levels are highest
- I require [e.g., at least 48 hours notice for schedule changes]
- I need [e.g., regular 15-minute breaks every 2 hours]

These arrangements help me manage my energy levels and ensure I can maintain consistent, high-quality contributions over time.

Template 5: Task and Role Modifications

I would like to discuss some role/task modifications that would help me contribute more effectively:

I have found that [describe specific task/situation] is challenging for me because [brief explanation].

Proposed solutions: I believe the following modifications would help:

- [e.g., The option to sit down for tasks where I normally have to stand]
- [e.g., The option to have a break half-way through my task]
- [e.g., Having someone available to help me with physically demanding tasks]
- [e.g., Being given more tasks that use my organisational/communication strengths]

I remain very committed to this role and confident that with these adjustments, I can continue making valuable contributions to the team.

Part 3: Closing Paragraph

Choose a closing paragraph to close your letter.

Option 1

I am happy to discuss these adjustments at your convenience and am open to exploring solutions that work within your existing setup. Please let me know a suitable time to meet or have a phone conversation about these arrangements. I am confident we can find approaches that enable me to contribute effectively while fitting with your requirements.

Thank you for considering my request. I look forward to hearing from you.

Best regards,
[Your Name]
[Contact Information]

Option 2

"I would welcome the opportunity to discuss these adjustments with you and am happy to work together to find practical solutions. I am flexible and open to suggestions about how we might implement these arrangements in a way that works for both of us. If it would be helpful, I can visit the venue to explore options together.

Thank you for your understanding and willingness to work with me on this. I look forward to discussing these arrangements further.

Best regards,
[Your Name]
[Contact Information]

Final Checklist

Before sending any letter, check that you have:

- ☐ Chosen an appropriate opening paragraph for your situation
- ☐ Included all your specific adjustments requests
- ☐ Suggested practical solutions where possible
- ☐ Selected a closing paragraph
- ☐ Personalised your letter with any specific details about the role and organisation
- ☐ Used positive language
- ☐ Included all your contact information
- ☐ Proofread for spelling and grammar

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Volunteer Experience Reflection Journal

Introduction

This journal helps you process your volunteering experiences, track your growth, and identify learning opportunities.

How to use this journal:

- Complete entries regularly, for example after each session, every week, or every month
- Be honest about your experiences, you don't have to share this with anyone if you don't want to
- Focus on both challenges and successes

Session Details

Date:
Organisation:
Role/Activity:
Duration:
Location:

What Happened

Main activities I was involved in:

People I had the chance to interact with:

Successes & Achievements

What went well:

Skills I used and how I used them:

Positive feedback I received:

What impact did I have (how did I improve the experience of others, help people to participate, or make things more enjoyable)?:

Challenges & Learning

Challenges I faced:

How I responded:

What made it difficult:

What I learned from the challenges:

What I might do differently next time:

Skills I want to work on:

Emotional Processing

How I felt at the start of sessions:

- ☐ Excited
- ☐ Nervous
- ☐ Confident
- ☐ Anxious
- ☐ Full of energy
- ☐ Tired
- ☐ Other:

How I felt during the activities:

- ☐ Confident

- ☐ Overwhelmed
- ☐ Unsure of what to do
- ☐ Well-supported
- ☐ Not supported enough
- ☐ Stressed
- ☐ Other:

How I felt at the end:

- ☐ Accomplished
- ☐ Exhausted
- ☐ Satisfied
- ☐ Frustrated
- ☐ Motivated
- ☐ Drained
- ☐ Other:

If you felt any negative or uncomfortable emotions, what do you think caused them?

How did you handle them at the moment?

Can you think of anything that would have helped to support you?

Relationships & Teamwork

Someone who helped me:

- **Who:**
- **How they helped:**
- **What I learned:**

How I helped others:

People I'm getting along with:

Communication

Feedback I gave to others:

Feedback I received from others:

If you received feedback, how will you use it to improve next time?

Problem-Solving

Problems that arose:

What I did to solve the problem:

Who helped me with the problem:

Looking Forward

What I want to remember for next time:

Things I'll do or prepare differently:

Questions I want to ask:

Can you think of any adjustments you could ask for that would make your role easier for you?