



KEMENTERIAN PENDIDIKAN TINGGI  
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI

**POLITEKNIK**  
MALAYSIA  
TAWAU

# Planning of Volunteering Programme

DT050094: RECREATIONAL VOLUNTEERISM

**POLITEKNIK  
VOLUNTEER**

**Mohd Azmi bin Juan**  
**Politeknik Tawau Sabah**







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DTO50094: RECREATIONAL VOLUNTEERISM

**Mohd Azmi bin Juan**  
**Politeknik Tawau Sabah**

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## **ACKNOWLEDGEMENT**

Special thanks go to the dedicated team members, programme coordinators, and experienced volunteers whose insights, experiences, and feedback helped shape the content of this eBook. Your passion for service and community development has been an invaluable source of inspiration.

We also acknowledge the support of our partner organizations and advisors who provided expert input on key areas such as event management, volunteer coordination, training, and safety. Your contributions have helped ensure that this eBook is both practical and relevant to real-world volunteer programme.

Finally, to all the volunteers—past, present, and future—thank you. This guide was created to empower and support your journey. Your commitment and energy are at the heart of every successful programme.

Together, we build stronger, more connected communities.



## **PREFACE**

Volunteering is a cornerstone of community strength, resilience, and social impact. Whether organizing a local fundraiser, supporting large-scale events, or delivering vital services, volunteers play a crucial role in shaping positive change. However, the success of any volunteer effort depends not just on goodwill, but on thoughtful planning, coordination, and support.

This eBook, “Planning a Volunteering Programme,” was created to serve as a practical guide for organizations, coordinators, and community leaders who seek to build structured, inclusive, and sustainable volunteer programmes. Drawing from real-world practices, expert input, and frontline experience, it covers the essential components of effective volunteer management—from initial planning and role definition to training, budgeting, and evaluation.

My goal is to provide a clear, accessible resource that helps programme planners avoid common pitfalls and maximize both volunteer satisfaction and programme impact. Whether you're starting a volunteer initiative from scratch or looking to strengthen an existing one, I hope this guide empowers you to plan with confidence and purpose.

Thank you for your dedication to volunteerism. I invite you to use, adapt, and share this resource as part of your journey in creating meaningful change.

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# "Planning with a Purpose: Crafting a Clear Vision for Success"





# Introduction

**Volunteerism is the practice of providing time and skills for the benefit of other people and causes rather than for financial benefit.**

**Effective planning is crucial to ensure the success of a volunteering programme in recreational activities.**

## **What Is Volunteerism?**

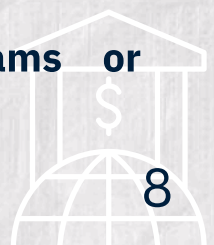
**Volunteerism is the act of offering time, energy, and skills to support a cause or help others without expecting financial compensation. It is driven by personal values such as compassion, community service, and civic responsibility.**

## **Why Is Volunteerism Important?**


- **Strengthens communities and builds social cohesion**
- **Fills gaps in public or nonprofit services**
- **Encourages active citizenship and youth engagement**
- **Builds empathy, responsibility, and leadership skills**
- **Supports emergency and crisis response (e.g., disaster relief)**

## **Types of Volunteerism:**

- **Formal: Structured roles in organizations or events**
- **Informal: Helping neighbors or community without formal affiliation**
- **Virtual: Online volunteering (e.g., mentoring, translation, digital support)**
- **International: Volunteering abroad through programs or missions**







# Propose objectives of program



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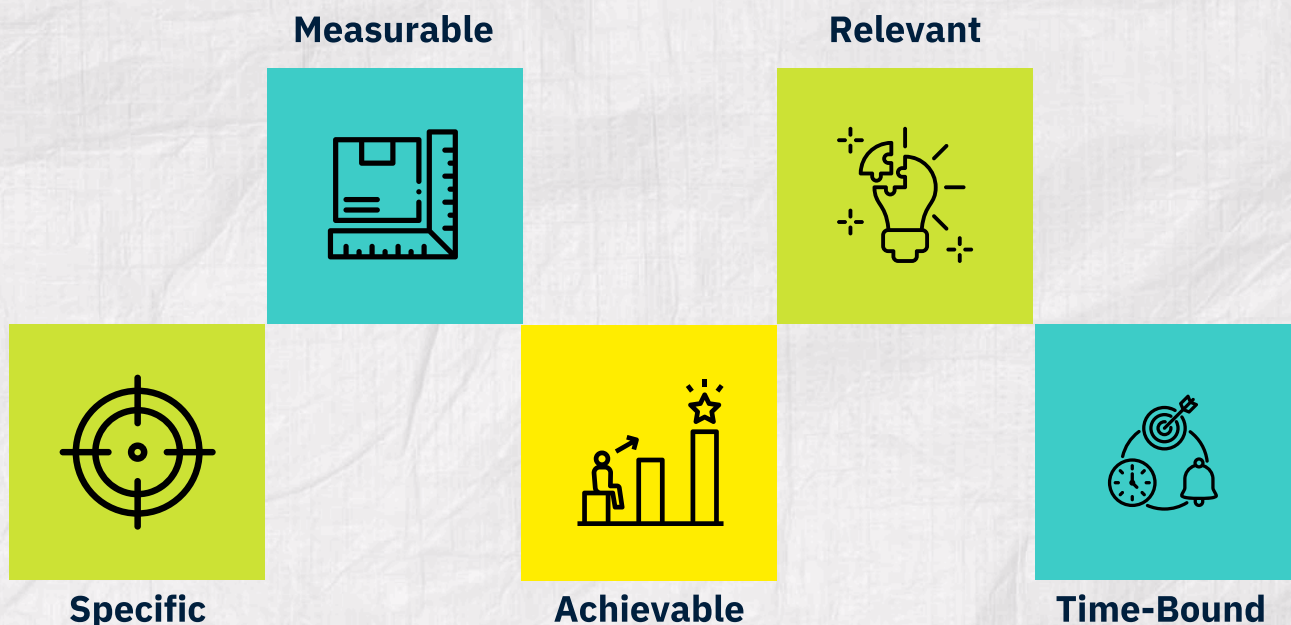
# Propose **objectives** of program

## THE FIRST STEP TO DO VOLUNTEERISM IS TO PROPOSE THE OBJECTIVES

- Define the purpose of the volunteering programme (e.g., to support recreational events, promote community engagement, develop leadership among volunteers).
- Align the objectives with the needs of the community and the goals of the recreational organization.

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Proposed objectives should includes:







## SPECIFIC

Specific objectives are clear, detailed goals that break down the overall purpose of a project or programme into smaller, focused targets that you can measure and achieve within a certain timeframe.

They answer the questions:

- What exactly do we want to achieve?
- When do we want to achieve it?
- How will we know it's achieved?

Specific objectives are more focused than general goals. They guide your actions and help you measure success more precisely.

## MEASURABLE

Measurable objectives are goals that are clearly defined and can be tracked or evaluated using numbers, percentages, or specific criteria.

They allow you to quantify progress and know exactly when the objective has been achieved.

Why are measurable objectives important?

- ✓ They help track real progress.
- ✓ They make evaluation and reporting easier.
- ✓ They keep the team focused and accountable.



## ACHIEVABLE

Achievable objectives are goals that are realistic and possible to accomplish within the available resources, time, and skills.

They set targets that challenge you but are still reachable — not too easy, but not impossible either.

Simple way to think about it:

An achievable objective answers:

"Can we really do this with what we have?"





## RELEVANT

Relevant objectives are goals that are closely connected to the overall purpose of your programme, project, or organization.

They ensure that every action you take directly supports your main goals — not wasting time or effort on activities that don't really matter.

Simple way to think about it:

A relevant objective answers:

"Is this important to our overall goal?"

"Will this help us achieve what we truly want?"

## TIME-BOUND

Time-bound objectives are goals that have a clear deadline or time frame for when they must be achieved.

They make sure that tasks are completed on schedule and help you measure progress over a set period.

Examples:

- Not Time-bound: "Increase volunteer participation." (No deadline)
- Time-bound: "Increase volunteer participation by 20% within the next 6 months."





A woman with brown hair tied back, wearing a green top and a yellow skirt, is looking at a large abstract painting on a wall. The painting features a large, dark, oval shape with a textured, almost stone-like appearance. The background of the painting is a mix of light and dark green and blue tones. The woman's hand is resting on her hip. The overall scene is set against a light-colored, textured wall.

# Identify Core Concepts, Topics, and Messages

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# Core Concepts, Topics, and Messages

Once you have chosen the method that works best for you, here are some steps to get started:

## STEP 01

Outline key concepts such as teamwork, safety, inclusivity, and environmental sustainability in recreation.

## STEP 02

Identify important topics to address during volunteer training (e.g., first aid, event management, communication skills).

## STEP 03

Establish clear and consistent messaging that reflects the mission and values of the programme.

### 1. OUTLINE KEY CONCEPTS

A key concept is a main idea or important principle that helps you understand a topic clearly and deeply.

It represents the essential knowledge or core foundation you need to grasp about a subject.

In simple words:

- Key concepts are the big, important ideas you must know.
- They help you organize your thoughts and make sense of information.
- They are the building blocks for learning more detailed facts.



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# Core Concepts, Topics, and Messages

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## STEP 02

Identify important topics to address during volunteer training (e.g., first aid, event management, communication skills).

## STEP 03

Establish clear and consistent messaging that reflects the mission and values of the programme.

## 2. IDENTIFY IMPORTANT TOPICS TO ADDRESS

### Orientation and Organizational Overview

- Mission and values of the organization
- Roles and expectations of volunteers
- Code of conduct and confidentiality

### First Aid and Emergency Procedures

- Basic first aid and CPR
- How to handle medical emergencies
- Evacuation procedures and emergency contacts

### Event Management and Logistics

- Setup and teardown protocols
- Managing event flow and attendee movement
- Crowd control and safety management

### Task-Specific Training

- Role-specific responsibilities (e.g., registration, ushering)
- Use of tools or technology (e.g., scanners, radios)



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# Core Concepts, Topics, and Messages

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## STEP 02

Identify important topics to address during volunteer training (e.g., first aid, event management, communication skills).


## STEP 03

Establish clear and consistent messaging that reflects the mission and values of the programme.

### 3. ESTABLISH CLEAR AND CONSISTENT MESSAGING

- Mission Statement: Clearly state the purpose of the volunteer programme—why it exists.
  - Values: Highlight core values (e.g., inclusivity, integrity, service, community).
  - Vision: Describe the long-term impact the programme aims to achieve.
- Integrate Messaging Across All Touchpoints
- Orientation sessions and training materials
  - Volunteer handbooks and badges
  - Emails, social media posts, and promotional materials
  - Signage and announcements at events





# Coordination of team roles and functions



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# Coordination of team roles and functions

- ✓ **DEFINE ROLES CLEARLY**
  - Create role descriptions for each volunteer position (e.g., greeter, logistics, first aid support).
  - Include responsibilities, required skills, location, time commitments, and whom they report to.
  - Ensure everyone understands their own role and how it contributes to the overall goal.
- ✓ **ASSIGN TEAM LEADS OR SUPERVISORS**
  - Appoint experienced volunteers or staff as team leaders for different functions.
  - Leaders manage small groups, act as points of contact, and ensure accountability.
  - Provide leadership training if necessary
- ✓ **CREATE A COMMUNICATION STRUCTURE**
  - Use a clear chain of communication—who reports to whom.
  - Set up communication tools (e.g., radios, group chats, info boards).
  - Schedule regular check-ins (pre-event briefing, mid-shift updates, post-event debrief).
- ✓ **COORDINATE BASED ON EVENT PHASES**
  - Break down the event into phases: Setup, Live Event, Breakdown.
  - Assign roles according to the phase; some volunteers may have different roles at different times.
- ✓ **PROVIDE VISUAL AIDS**
  - Distribute role charts, maps, and schedules so everyone can see how all functions connect.
  - Color-code badges or uniforms to distinguish roles easily.
- ✓ **EVALUATE AND ADJUST**
  - Conduct a post-event debrief to assess what worked and what didn't.
  - Get feedback from volunteers on their roles and team dynamics.





# Proposal for Budget



# Proposal for budget ?



This budget supports the recruitment, training, coordination, and retention of volunteers for [Event/Programme Name], aligning with our mission to provide safe, effective, and inclusive community engagement.

## Training & Orientation



## Supplies & Equipment



## Volunteer Recognition & Retention



## Recruitment & Marketing



## Contingency (10%)

This budget ensures volunteers are well-prepared, appreciated, and equipped to deliver a high-quality experience for event participants. It supports sustainability and enhances volunteer retention through meaningful engagement and recognition.



# Proposal for budget ?



## Training & Orientation

Examples for the training and orientation budget are:

- training materials
- Venue/Room rental
- Guest Trainers
- Refreshments



## Supplies & Equipment

Examples for the supplies & Equipment budget are:

- Volunteer T-shirts/Badges
- First Aid Kits
- Radios/Communication Tools
- Signage & Maps
- Office Supplies



## Volunteer Recognition & Retention

Examples for the Volunteer Recognition & Retention budget are:

- Thank-you Gifts
- Appreciation Event
- Certificates & Awards





# Proposal for budget ?



## Recruitment & Marketing

Examples for the Recruitment & Marketing budget are:

- Online Ads
- Posters/Flyers
- Application Portal/Software



## Contingency (10%)

Examples for the Contingency budget are:

- Emergency funds, unforeseen needs





A large group of students, mostly wearing hijabs, are sitting on a wide set of stairs painted with horizontal stripes of blue, green, yellow, and purple. They are outdoors, surrounded by lush green trees. The scene is captured in a slightly desaturated, blue-toned style. The text 'Gantt Chart' is written in a large, white, serif font across the middle of the image. Two thin, vertical, light blue lines are positioned on either side of the text, one near the top and one near the bottom of the page.

# Gantt Chart



# Gantt Chart?

A Gantt chart is a project management tool that visually represents a project schedule over time. It shows tasks or activities along a timeline, indicating:

- What tasks need to be done
- When each task starts and ends
- How long each task will take
- Which tasks overlap or depend on each other



Each task is represented by a horizontal bar. The position and length of the bar reflect the task's start date, duration, and end date.

## ✓ Why Use a Gantt Chart?

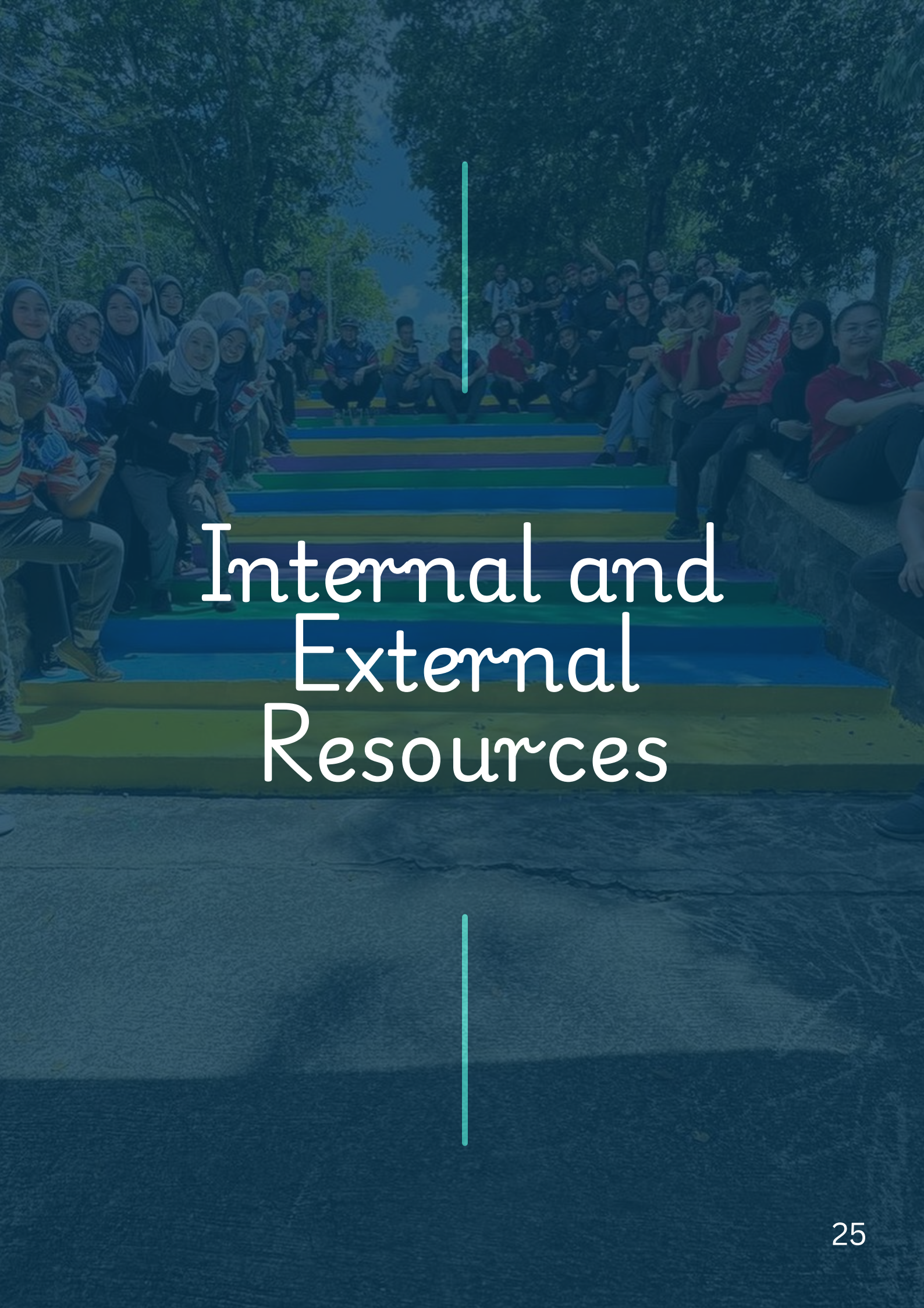
- Helps plan and track project progress
- Makes timelines and dependencies clear
- Enhances coordination among team members

Examples of Gantt Chart:

### Project: Volunteer Event Planning

Task	Start Date	End Date	Duration
Volunteer Recruitment	May 1	May 10	10 days
Training Sessions	May 11	May 15	5 days
Event Setup	May 16	May 18	3 days
Event Day	May 19	May 19	1 day
Clean-up & Evaluation	May 20	May 21	2 days





# Internal and External Resources





# Internal resources



## Internal Resources

- These are resources that exist within an organization or project team. They are directly controlled and managed by the organization.

These are assets within your organization or programme that you directly control or manage.

## Examples:

1. Staff Members – Paid employees managing volunteers or events.
2. Volunteers – The core human resource carrying out tasks.
3. Facilities & Equipment – Office space, laptops, projectors, radios.
4. In-house Training Materials – Handbooks, slides, documents.
5. Organizational Budget – Funds allocated for programme use.
6. Communication Channels – Internal emails, newsletters, Slack groups.
7. Technology Tools – Volunteer management software, sign-up systems.







# External resources



## External Resources

These are resources that come from outside the organization and are not directly under its control, but are used or engaged when needed.

These are outside support systems or assets that your organization accesses through partnerships, contracts, or community networks.

### Examples:

1. Community Partners – Other NGOs, schools, or local groups providing volunteers or services.
2. Vendors – Suppliers for t-shirts, food, tents, tech equipment.
3. Sponsors or Donors – External funding or in-kind contributions.
4. Training Providers – First aid instructors, guest speakers.
5. Government Services – Emergency services, police, sanitation support.
6. Media/Marketing Support – Local newspapers, radio, influencers promoting events.
7. Event Venues – Locations rented or borrowed for event use.







# Important of Internal Resources

## ✓ Importance of Managing Both

- Helps in resource planning and budgeting.
- Encourages collaboration and reduces duplication.
- Improves efficiency and risk management by knowing what's available and from where.

## ✓ Importance of Internal Resources:

### 1. Control and Consistency

- Internal resources are directly managed, allowing better quality control and alignment with organizational goals.

### 2. Cost Efficiency

- Utilizing internal staff or assets often reduces the cost of outsourcing.

### 3. Faster Decision-Making

- Internal teams can act quickly without relying on external approval or negotiation.

### 4. Organizational Knowledge

- Internal teams understand the culture, goals, and processes, which helps in seamless execution.

### 5. Long-Term Capability Building

- Investing in internal resources (e.g., staff training) strengthens the organization's future capacity.







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# Important of External Resources

## ✓ Importance of External Resources:

### 1. Access to Specialized Skills

- External experts or consultants provide niche knowledge not available internally.

### 2. Scalability and Flexibility

- Organizations can quickly scale operations or fill short-term gaps without long-term commitments.

### 3. Cost-Effective for Short-Term Needs

- Instead of hiring full-time employees, outsourcing certain services can save money.

### 4. Innovation and Fresh Perspective

- External contributors can bring in new ideas, trends, and unbiased opinions.

### 5. Support for Large-Scale or Complex Projects

- External resources can enhance internal capacity for major initiatives.





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# Conclusion

Effective planning is the foundation of a successful volunteering programme. It ensures that the programme aligns with the organization's mission, engages volunteers meaningfully, and delivers positive impact. Careful coordination of goals, roles, timelines, training, and resources—both internal and external—leads to smooth operations, strong teamwork, and community trust.

Clear communication, structured scheduling (e.g., via Gantt charts), well-defined budgets, and consistent messaging all contribute to a professional and purpose-driven experience. Ultimately, thorough planning not only supports the successful execution of activities but also enhances volunteer satisfaction, retention, and long-term programme sustainability.







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