

# Holding various offices in voluntary organisations



The profiles show how reading, writing, numeracy, digital and oral skills are included in various tasks related to the voluntary sector or everyday activities.

They are therefore a good tool for planning and adapting training for adults, and for identifying training needs in various situations.

## **The profiles can be used to**

- Give relevant training in basic skills in the SkillsPluss programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)

## Tasks for holding various offices in an organisation:

- attend meetings, both physical and online
- interact with the other volunteers

### Reading

- read messages and emails
- read work schedules and attendance lists
- read messages
- read various information posters
- read social media posts
- read agendas and minutes of meetings

### Writing

- write short messages to themselves or others
- record the cash register settlement
- sign for, sign and verify forms
- write messages and emails
- write information posters
- write social media posts
- write agendas
- update lists of members
- set up work schedules
- write instructions
- write minutes of meetings

- familiarise themselves with the duties of the board/organisation
- be present on the various channels of the organisation

## Oral skills

- receive instructions from others
- talk to other volunteers about work tasks
- receive and give short messages
- talk on the phone
- take part in break conversations
- report acute incidents or accidents
- ask if anything is unclear
- report illness or absence
- suggest changes to assignments and working methods
- give instructions to other members or volunteers
- provide training to others
- participate in training

## Numeracy

- count money when settling the cash register
- keep track of change
- use the four arithmetic operations
- fill in timesheets
- make estimates of quantities in connection with purchases
- make estimates when paying
- keep track of paying members
- keep accounts
- keep track of voting
- keep track of events in a calendar
- calculate mileage allowances
- pay bills
- fill in forms for travel allowances

## Digital skills

- send and receive messages and emails
- check meetings or appointments
- find various forms online
- use standard office software
- submit and receive lists of orders
- help customers with payment services
- use QR codes and barcodes as needed
- use various digital arenas for collaboration and communication
- use various programs for training purposes
- use various payment solutions
- fill in information in cash settlement forms
- use a calculator
- use a scanner
- send forms for travel allowances
- use a smartphone and tablet with different apps relating to tasks

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The Knowledge Promotion Reform from 2006 has defined five skills that form the basic prerequisites for learning and development in school, work and community life.

The five basic skills are:

- reading
  - writing
  - oral skills
  - numeracy
  - digital skills
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