SHANTI VIDYA EDUCATIONAL TRUST

VOLUNTEER TRAINING MANUAL

A practical guide for responsible, safe and effective community service

[illegible]

EDUCATION	VALUES	SERVICE

Prepared using public information from the Trust website and general volunteer-safety practices.

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Important note: This is a training manual prepared for practical use. It is not a legal certification, official accreditation, or a replacement for the Trust's approved policies. The Trust should review and approve it before formal adoption.

1. WELCOME AND PURPOSE

Welcome to Shanti Vidya Educational Trust. Volunteers help turn educational and social-development goals into practical support for learners, young people and communities. This manual introduces the expected standards for respectful, safe and organized volunteering.

Learning outcomes

• Understand the Trust's stated focus on education and social development.

• Know your role, limits of authority and reporting line before beginning an activity.

• Communicate respectfully with students, families, colleagues and community members.

• Protect children and vulnerable people, and report concerns promptly.

• Keep accurate records and handle personal information responsibly.

How to use this manual

Read it before your first assignment, discuss questions with the volunteer coordinator, and refer back to the checklists during activities. Activity-specific instructions and current Trust policies take priority where formally approved.

2. ABOUT THE TRUST: MISSION AND VISION

The Trust website describes Shanti Vidya Educational Trust as an organization working to expand educational access and support social development. Its stated areas include education, scholarships, career guidance, skill development, vocational training, digital literacy, entrepreneurship and social awareness.

Mission themes published on the website

• Support access to affordable, quality education for learners from different backgrounds.

• Promote practical skills and vocational learning that can support employability.

• Help young people with career-oriented learning and professional guidance.

• Support educational and social-development initiatives.

• Encourage higher education, digital literacy and entrepreneurship.

Vision themes published on the website

The Trust expresses a vision of improving lives through education, skills, innovation and community empowerment, helping learners develop knowledge and practical abilities for their academic and professional goals.

Guiding motto: "Education Builds Values, Values Build Society, Society Builds the Nation."

3. VOLUNTEER ROLES AND RESPONSIBILITIES

Volunteers may be asked to support activities according to their skills, training and the needs of a project. Confirm the assignment, supervisor, location, timings and safety arrangements before starting.

Possible support areas

• Learning support: help organize study sessions, learning materials or supervised educational activities.

• Digital education: assist with basic digital-literacy sessions only within your competence.

• Scholarship and career guidance: share approved information and refer complex questions to trained staff.

• Community outreach: help communicate program information clearly and respectfully.

• Event and project logistics: support registration, attendance, materials, venue preparation and follow-up.

• Administrative support: maintain authorized attendance sheets, activity logs and inventory records.

Every volunteer is expected to

• Follow instructions from the designated coordinator and attend agreed training.

• Be punctual, honest, courteous and inclusive; respect differences and accessibility needs.

• Work within your skills and role; never promise funding, scholarships, jobs or benefits unless formally authorized.

• Ask permission before changing plans or speaking on behalf of the Trust.

• Report risks, complaints, safeguarding concerns, accidents and suspected misuse of funds or resources.

Role boundaries

Do not provide medical, legal, psychological or financial advice unless qualified and formally assigned to do so. Do not collect money, issue certificates, approve applications or use the Trust’s name/logo for personal purposes without written authorization.

4. CODE OF CONDUCT

• Treat everyone with dignity; do not discriminate, harass, bully, threaten or humiliate anyone.

• Use appropriate language and professional behavior in person and online.

• Do not work under the influence of alcohol or intoxicating substances.

• Do not accept or request bribes, kickbacks, personal favors or improper payments.

• Declare conflicts of interest and avoid favoritism in selection or service delivery.

• Use Trust property, funds and information only for authorized purposes.

• Keep commitments; if unable to attend, notify the coordinator as early as possible.

• Never retaliate against someone who raises a concern in good faith.

If you are unsure

Pause the activity if safe to do so, avoid making promises, and ask your supervisor for guidance. Record relevant facts accurately rather than rumors or assumptions.

5. CHILD PROTECTION AND SAFEGUARDING

When activities involve children or young people, their safety and dignity come first. Follow applicable law, the Trust's approved safeguarding procedures and instructions from the designated responsible adult.

Safe practice

• Keep interactions observable and appropriate; avoid being alone with a child in an isolated space.

• Use approved venues and activities. Follow the Trust's supervision and consent requirements.

• Do not use physical punishment, threats, degrading language or discriminatory treatment.

• Do not exchange private personal social-media accounts or secret messages with children.

• Do not photograph, record or publish a child's image or personal story without the required informed consent and organizational approval.

• Never promise a child that you will keep a safety concern secret. Explain that you must share it with the responsible safeguarding person.

• Do not investigate allegations yourself or confront a suspected offender; promptly refer concerns through the proper channel.

If a child discloses harm

• Listen calmly, take the child seriously and avoid leading questions.

• Reassure them that telling you was right; do not blame them.

• Write down their words as accurately as possible, with date, time and context.

• Report promptly to the designated safeguarding lead or appropriate authority according to the approved procedure. If there is immediate danger, contact emergency services.

Safeguarding contact

The Trust should insert the name and contact details of its designated safeguarding lead here before issuing this manual. Volunteers must know this contact before child-facing work begins.

6. COMMUNICATION AND COMMUNITY ENGAGEMENT

Effective volunteers listen first, communicate clearly and respect local context. Explain program eligibility, schedules and requirements using approved information; do not exaggerate outcomes or guarantee selection.

• Introduce yourself and your role accurately.

• Use plain, respectful language and check understanding.

• Listen without interrupting; remain calm when someone is upset.

• Respect confidentiality and refer complaints to the coordinator.

• Obtain approval before giving interviews, issuing public statements or posting on official channels.

• Share only verified information and correct errors promptly.

7. PROGRAM SUPPORT AND FIELDWORK

Before an activity

• Confirm objectives, supervisor, participant group, venue, timing and transport arrangements.

• Review risk factors, emergency arrangements, accessibility and weather conditions.

• Prepare approved materials and attendance or consent forms as required.

• Know which information may be collected and who is allowed to access it.

During an activity

• Record attendance accurately and keep participant information out of public view.

• Follow the activity plan and instructions from the lead person.

• Use resources carefully; maintain a clear record of materials issued or returned.

• Do not leave children or vulnerable participants without the required supervision.

• Raise safety concerns immediately and stop unsafe work when necessary.

After an activity

• Return equipment and secure forms, devices and materials.

• Submit attendance, activity summary, expense records and incident reports as required.

• Share feedback and improvement ideas with the coordinator.

• Delete or return personal data when authorized retention periods end; do not keep unofficial copies.

8. DATA PRIVACY, PHOTOS AND DIGITAL SAFETY

• Collect only information necessary for an approved purpose and explain that purpose to participants.

• Keep forms, phone numbers, addresses, identity documents and student records secure.

• Do not share participant lists in public groups or personal cloud accounts.

• Use approved systems and strong device passwords; report lost devices or accidental disclosures immediately.

• Never post a person’s story, photo, certificate, ID or contact details without authorization and required consent.

• Do not share passwords or use another person’s account.

• Refer requests for records to the authorized Trust representative.

9. HEALTH, SAFETY AND INCIDENT REPORTING

Follow venue safety instructions and do not take risks beyond your training. Identify hazards early, keep exits clear and know the location of first-aid supplies and emergency contacts.

• For an immediate threat to life or safety, contact local emergency services first.

• Inform the activity lead as soon as it is safe.

• Report injuries, near misses, safeguarding concerns, harassment, lost property and data incidents.

• Record facts: what happened, when and where, who was present, actions taken and who was notified.

• Keep reports confidential and do not circulate incident details informally.

Incident record essentials

Date/time • location • people involved (only necessary details) • factual description • immediate action • person notified • follow-up required • reporter name and contact.

10. TRAINING PLAN AND VOLUNTEER CHECKLIST

Suggested induction plan (adapt to the assignment)

Module	Suggested time	Key learning
Trust orientation	30 min	Mission, programs, structure and role boundaries
Code of conduct	30 min	Professional behavior, integrity and conflicts
Safeguarding	45 min	Safe interactions, disclosures and reporting
Communication	30 min	Listening, inclusion and handling concerns
Fieldwork & records	30 min	Attendance, data privacy, expenses and reports
Safety briefing	15 min	Venue risks, emergency plan and incident process
Role practice	30–60 min	Scenario practice and supervisor feedback

Before starting: volunteer checklist

- I know my coordinator and reporting contact.
- I understand my assignment, schedule and role limits.
- I have received the relevant safeguarding and safety briefing.
- I know the emergency plan and incident-reporting process.
- I understand consent, privacy and photo rules.
- I have the approved forms/materials needed for the activity.
- I know how to raise a concern without fear of retaliation.

Supervisor sign-off (complete locally)

Volunteer name: _____
Assigned role/project: _____
Training date: _____
Volunteer signature: _____
Coordinator name/signature: _____

11. REPORTING TEMPLATES

A. Volunteer activity report

Date / venue:	_____
Project / activity:	_____
Volunteer(s):	_____
Number of participants:	_____
Activities completed:	_____ _____
Materials / resources used:	_____
Challenges / concerns:	_____ _____
Follow-up needed / by whom:	_____
Submitted to / date:	_____

B. Concern or incident report

Use the Trust's approved confidential form if one exists. Include only necessary personal details.

Date / time / place:	_____
Type of concern:	_____
Factual description:	_____ _____ _____
Immediate action taken:	_____ _____
Person notified / time:	_____
Follow-up required:	_____
Reporter / safe contact:	_____

12. VOLUNTEER PLEDGE

I commit to serving with honesty, respect, care and responsibility. I will follow the Trust's approved policies, protect the dignity and safety of participants, keep personal information confidential, use resources responsibly and work within my assigned role and abilities. I will report concerns promptly and treat every person fairly.

Volunteer name: _____

Signature: _____ Date: _____

Coordinator: _____ Date: _____

APPENDIX A. WEBSITE INFORMATION AND CERTIFICATE REFERENCE

The following details were taken from the Trust's public website at the time this manual was prepared. Please verify them on the live website before official publication or use.

Website: https://svetrust.org.in/

Certificates page: https://svetrust.org.in/certificates.php

About Us: https://svetrust.org.in/about-us.php

Volunteer registration: https://svetrust.org.in/volunteer-register.php

Publicly listed address: Vill- Mishrauli, Post- Sukrauli, District- Kushinagar, Uttar Pradesh – 274207

Publicly listed phone: +91 98894 00419

Publicly listed email: svethelpcare@gmail.com

The certificates page lists links for an ISO certificate, E-Anudan, CSR certificate, NGO Darpan/NITI Aayog, Udyam Registration, and 80G/12A documents, along with a PAN card image. This manual does not reproduce those documents, verify their legal status, or confer any certificate or accreditation. Open the website's certificates page directly to inspect the source documents.

Website-based organizational themes used in this manual: education access, scholarships, career guidance, skill development, digital literacy, entrepreneurship and social awareness. Operational guidance on safeguarding, privacy, safety and reporting has been drafted as general best practice and should be reviewed by the Trust before adoption.

END OF MANUAL