CONNECT VOLUNTEER ONLINE TRAINING ROADMAP

This document is meant to help you navigate your training journey! We pray that it is a valuable resource to you and your team.

This document includes:

- Instructions for logging into the OCC Connect Development Platform and how to use the Online Training platform.
- A list of required courses for each Connect volunteer role.

How to Access and Begin Online Training

Before getting started:

- Your Regional Point of Contact will have an initial meeting with you to guide you through your required training.
- There are courses that will not adjust well to a small screen such as a mobile phone or a tablet. We recommend using a computer to complete your training.

<u>Log In</u>

You will have been sent an email with your login details. The email will come from OCC Connect Portal and will have the subject line. 'Welcome to OCC Connect Development Portal'. If you haven't received it please check your junk folder.

Please click on the **Password Reset Link** in the email to change your password to one that is easily remembered. Once you have done this click **Log In.** You will be redirected to the Login screen.

Enter your **email address** and the **password** you created and then click 'Log In'.

Make sure to bookmark this page so it is easy for you to keep coming back to it. If you do forget, you can always type the web address into your browser:

OCCconnect.samaritanspurse.org.au

OCC Connect Development Platform

Email Address

Password

Lost your password?

Log In

Navitgating the Dashboard

To access the training modules you can click on the Training tile on your Dashboard or by clicking on Training in the top menu.
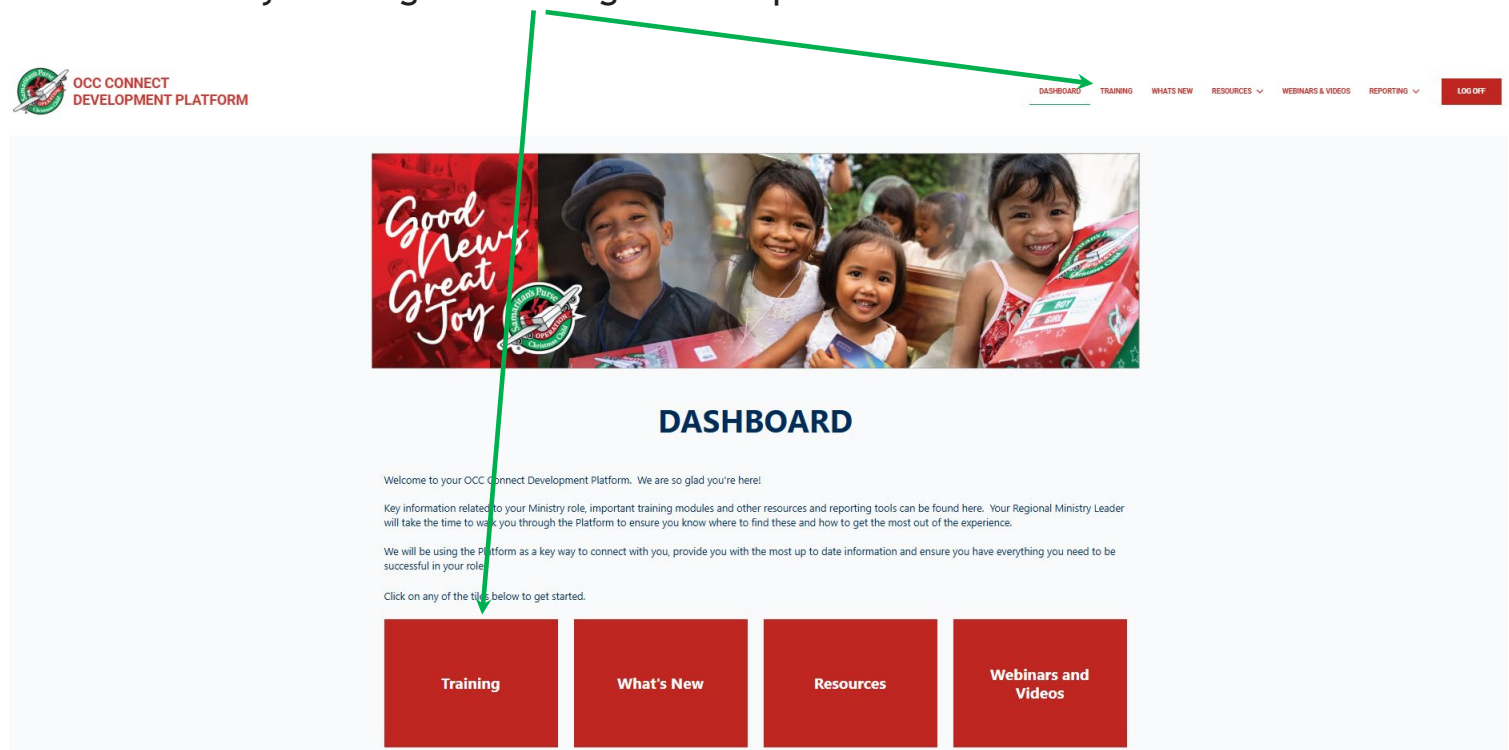
After clicking on "Training", you will be directed to the Training page. You will be asked to Enroll in the training courses specific to your role.

Click on the Enroll Now button to get started. Each of the training courses applicable to your role will now be available for you to complete.

Begin by clicking the title of OCC Fundamentals. Once you have completed this course, move on to your Ministry Specific Training.

OCC Fundamentals

OCC Fundamentals is a set of eLearning courses that contain information all volunteers should know, regardless of their ministry role.

These courses provide an overview of Operation Christmas Child and is essential for all volunteers to complete.

The OCC Fundamentals course should be completed within a volunteers first week.

OCC Fundamentals
Number of lessons: 1

Ministry Specific Training

Upon completion of OCC Fundamentals, volunteers will next complete Ministry Specific Training specific to their role. Ministry Specific Training is available for all Ministry Streams, however, volunteers are only responsible for completing the training specifically designed for their role. **Ministry Specific Training should be completed within the first month.**

Below are the various Ministry Streams at OCC. To get started, click on the link below that corresponds to your volunteer role.

Church & Community Relations
Number of lessons: 1

Prayer
Number of lessons: 1

Logistics
Number of lessons: 1

Student Relations
Number of lessons: 1

For Ministry Coordinators and Area Coordinators, your Leadership Development Training will also appear on your dashboard, take these in order after completing the other required courses.

Once you have completed all required training have a look at the collection of Elective courses and feel free to complete these at your leisure.

Electives

A collection of Electives has been pulled together to help further strengthen your knowledge and to better equip you in your role. These Electives are not required learning but we hope that you find them interesting and useful. We will be regularly updating the Electives that are on offer so check back from time to time.

Practical Time Management
Number of lessons: 1

Fundraising
Number of lessons: 2

Leading a Meeting People Want to Attend
Number of lessons: 1

When completing any course press the "Get Started" button to begin.
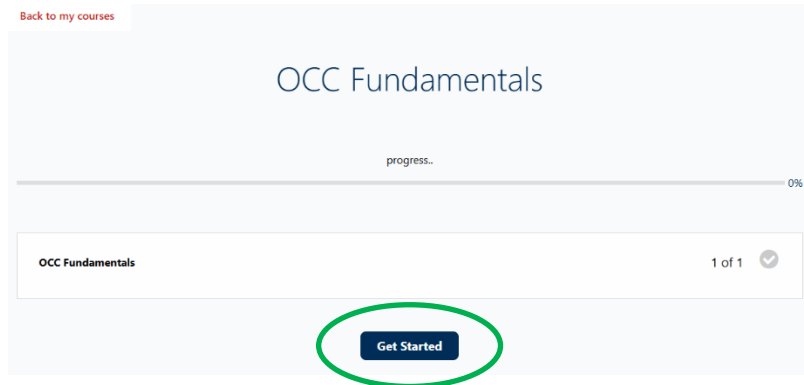
Wait a few moments for the course to load and you will see instructions on how to begin the course or click the Start Here button in the title photo.

The Mark Complete button is only to be pressed when you have completed the entirety of the course and will register your completion.

Please note that some courses reference an Assessment tool once you have completed the course. This assessment is only a requirement outside of Australia and New Zealand and does not need to be completed.

A roadmap of the required Training, specific to your role, can be found in the following pages.

Required Training Checklists by Role

All Volunteers being training by completing Operation Christmas Child Fundamentals and continue on with their required training. Ministry Coordinators and Area Coordinators are required to complete the Leadership Development Program. Optional electives will also be made available and will be updated regularly.

The following pages contain checklists of the training required for each role.

Church & Community Relations Team Member Checklist

OCC Fundamentals (approx. 1 hr)
  ☐ OCC Fundamentals

Ministry Specific Training

Church Relations Ministry Specific Training (approx. 45 min)
  ☐ Church Relations –

Prayer Team Member Checklist

OCC Fundamentals (approx. 1 hr)
  ☐ OCC Fundamentals

Ministry Specific Training

Prayer Team Ministry Specific Training (approx. 45 min)
  ☐ Prayer Ministry Specific Training

Logistics Team Member Checklist

OCC Fundamentals (approx. 1 hr)
  ☐ OCC Fundamentals

Ministry Specific Training

Logistics Ministry Specific Training (approx. 1 hr)
  ☐ Logistics

Student Relations Team Member Checklist

OCC Fundamentals (approx. 1 hr)
  ☐ OCC Fundamentals

Ministry Specific Training

Student Relations Team Member Training (approx. 30 min)
  ☐ Student Relations

Administrative Support Team Member Checklist

OCC Fundamentals (approx. 1 hr)
  ☐ OCC Fundamentals

Area Coordinator Assessment Checklist

OCC Fundamentals (approx. 1 hr)

    ☐ OCC Fundamentals

Leadership Development

Module 1: Foundations of Serving (approx. 1 hr 50 min)

    ☐ Leadership and Spiritual Warfare
    ☐ What is High Impact?
    ☐ Building God's Living Temple Together
    ☐ Serving is a Privilege and The Sacred Keys
    ☐ Transformed Value and Translating the Cause

Module 2: Volunteer Management (approx. 1 hr 40 min)

    ☐ Volunteer Management Approaches
    ☐ Attributes of an Effective Leader
    ☐ Volunteer Equity
    ☐ Volunteers are Capable Partners
    ☐ A Volunteer is a Child of God

Module 3: Recruiting and Selecting (approx. 2 hr)

    ☐ The Meaning and Message of Recruiting
    ☐ Methods and Mistakes of Recruiting
    ☐ The Seven Cs of Selecting
    ☐ The Selection Process
    ☐ Selecting Slip Ups

Module 4: Equipping and Leading (approx. 1 hr 30 min)

    ☐ Equipping Volunteers
    ☐ Leading Volunteers
    ☐ Developing Leader Volunteers
    ☐ Multiplication and Purposeful Growth
    ☐ Identifying Leaders

Module 5: Vision Casting (approx. 1 hr 30 min)

    ☐ Conflict Resolution and Volunteers
    ☐ Vision
    ☐ Strategic Planning
    ☐ Succession Planning
    ☐ Eye on the Prize

Church and Community Relations Coordinator Checklist

OCC Fundamentals (approx. 1 hr)
- ☐ OCC Fundamentals

Ministry Specific Training

Church Relations Ministry Specific Training (approx. 45 min)
- ☐ Church Relations

Leadership Development

Module 1: Foundations of Serving (approx. 1 hr 50 min)
- ☐ Leadership and Spiritual Warfare
- ☐ What is High Impact?
- ☐ Building God's Living Temple Together
- ☐ Serving is a Privilege and The Sacred Keys
- ☐ Transformed Value and Translating the Cause

Module 2: Volunteer Management (approx. 1 hr 40 min)
- ☐ Volunteer Management Approaches
- ☐ Attributes of an Effective Leader
- ☐ Volunteer Equity
- ☐ Volunteers are Capable Partners
- ☐ A Volunteer is a Child of God

Module 3: Recruiting and Selecting (approx 2 hr)
- ☐ The Meaning and Message of Recruiting
- ☐ Methods and Mistakes of Recruiting
- ☐ The Seven Cs of Selecting
- ☐ The Selection Process
- ☐ Selecting Slip Ups

Module 4: Equipping and Leading (approx. 1 hr 30 min)
- ☐ Equipping Volunteers
- ☐ Leading Volunteers
- ☐ Developing Leader Volunteers
- ☐ Multiplication and Purposeful Growth
- ☐ Identifying Leaders

Module 5: Vision Casting (approx. 1 hr 30 min)
- ☐ Conflict Resolution and Volunteers
- ☐ Vision
- ☐ Strategic Planning
- ☐ Succession Planning
- ☐ Eye on the Prize

Prayer Coordinator Checklist

OCC Fundamentals (approx. 1 hr)
- ☐ OCC Fundamentals

Ministry Specific Training

Prayer Team Ministry Specific Training (approx. 45 min)
- ☐ Prayer Ministry Specific Training

Leadership Development

Module 1: Foundations of Serving (approx. 1 hr 50 min)
- ☐ Leadership and Spiritual Warfare
- ☐ What is High Impact?
- ☐ Building God's Living Temple Together
- ☐ Serving is a Privilege and The Sacred Keys
- ☐ Transformed Value and Translating the Cause

Module 2: Volunteer Management (approx. 1 hr 40 min)
- ☐ Volunteer Management Approaches
- ☐ Attributes of an Effective Leader
- ☐ Volunteer Equity
- ☐ Volunteers are Capable Partners
- ☐ A Volunteer is a Child of God

Module 3: Recruiting and Selecting (approx 2 hr)
- ☐ The Meaning and Message of Recruiting
- ☐ Methods and Mistakes of Recruiting
- ☐ The Seven Cs of Selecting
- ☐ The Selection Process
- ☐ Selecting Slip Ups

Module 4: Equipping and Leading (approx. 1 hr 30 min)
- ☐ Equipping Volunteers
- ☐ Leading Volunteers
- ☐ Developing Leader Volunteers
- ☐ Multiplication and Purposeful Growth
- ☐ Identifying Leaders

Module 5: Vision Casting (approx. 1 hr 30 min)
- ☐ Conflict Resolution and Volunteers
- ☐ Vision
- ☐ Strategic Planning
- ☐ Succession Planning
- ☐ Eye on the Prize

Student Relations Coordinator Checklist

OCC Fundamentals (approx. 1 hr)
- ☐ OCC Fundamentals

Ministry Specific Training

Student Relations Ministry Specific Training (approx. 30 min)
- ☐ Student Relations

Leadership Development

Module 1: Foundations of Serving (approx. 1 hr 50 min)
- ☐ Leadership and Spiritual Warfare
- ☐ What is High Impact?
- ☐ Building God's Living Temple Together
- ☐ Serving is a Privilege and The Sacred Keys
- ☐ Transformed Value and Translating the Cause

Module 2: Volunteer Management (approx. 1 hr 40 min)
- ☐ Volunteer Management Approaches
- ☐ Attributes of an Effective Leader
- ☐ Volunteer Equity
- ☐ Volunteers are Capable Partners
- ☐ A Volunteer is a Child of God

Module 3: Recruiting and Selecting (approx. 2 hr)
- ☐ The Meaning and Message of Recruiting
- ☐ Methods and Mistakes of Recruiting
- ☐ The Seven Cs of Selecting
- ☐ The Selection Process
- ☐ Selecting Slip Ups

Module 4: Equipping and Leading (approx. 1 hr 30 min)
- ☐ Equipping Volunteers
- ☐ Leading Volunteers
- ☐ Developing Leader Volunteers
- ☐ Multiplication and Purposeful Growth
- ☐ Identifying Leaders

Module 5: Vision Casting (approx. 1 hr 30 min)
- ☐ Conflict Resolution and Volunteers
- ☐ Vision
- ☐ Strategic Planning
- ☐ Succession Planning
- ☐ Eye on the Prize

Logistics Coordinator Checklist

OCC Fundamentals (approx. 1 hr)

      ☐ OCC Fundamentals

Ministry Specific Training

Central Drop-off Team Leader Ministry Specific Training (approx. 1 hr)

      ☐ Logistics Ministry Specific Training

Leadership Development

Module 1: Foundations of Serving (approx. 1 hr 50 min)

      ☐ Leadership and Spiritual Warfare
      ☐ What is High Impact?
      ☐ Building God's Living Temple Together
      ☐ Serving is a Privilege and The Sacred Keys
      ☐ Transformed Value and Translating the Cause

Module 2: Volunteer Management (approx. 1 hr 40 min)

      ☐ Volunteer Management Approaches
      ☐ Attributes of an Effective Leader
      ☐ Volunteer Equity
      ☐ Volunteers are Capable Partners
      ☐ A Volunteer is a Child of God

Module 3: Recruiting and Selecting (approx. 2 hr)

      ☐ The Meaning and Message of Recruiting
      ☐ Methods and Mistakes of Recruiting
      ☐ The Seven Cs of Selecting
      ☐ The Selection Process
      ☐ Selecting Slip Ups

Module 4: Equipping and Leading (approx. 1 hr 30 min)

      ☐ Equipping Volunteers
      ☐ Leading Volunteers
      ☐ Developing Leader Volunteers
      ☐ Multiplication and Purposeful Growth
      ☐ Identifying Leaders

Module 5: Vision Casting (approx. 1 hr 30 min)

      ☐ Conflict Resolution and Volunteers
      ☐ Vision
      ☐ Strategic Planning
      ☐ Succession Planning
      ☐ Eye on the Prize

Frequently Asked Questions

Question: Where do I find my online training?
Answer: Online training can be accessed from the OCC Connect Development Platform located at OCCconnect.samaritanspurse.org.au. See the sections above for complete instructions.

Question: I have accidently clicked on Mark Complete before I have finished the course. What do I do?.
Answer: This might happen and it's okay. Completion of course content is on the honor system so even though you may have clicked the Mark Complete button early we will assume that you have completed the course material in its entirety. So just keep going through the content until you reach the end, you just won't have to click the button again.

Question: Do I have to complete each course in its entirety in one sitting?
Answer: No you don't. The course will remember your spot when you come back to it so complete each course at a time and in chunks that suit you.

Question: Why are my videos slow to play?
Answer: Videos that are slow to download or play are usually related to a slow network. In most cases if you give it time it will load. If it doesn't load, try refreshing your screen or try using a different browser. If things still don't load, please contact occadmin@samaritanspurse.org.au and someone will be in contact with you during the next available business hours.

Question: Why do I not hear sound for my training videos?
Answer: If you are experiencing audio issues when playing eLearning videos, it may be related to a setting for autoplay. Check to make sure that your speaker settings are working and that you don't have your sound muted and that your headphones are connected correctly.

Question: I am an Area Coordinator, where is my MST (Ministry Specific Training)?
Answer: Area Coordinators do not have required role specific MST. They are required to complete OCC Fundamentals and LDP. However, it is helpful for Area Coordinators to look over the MST courses to better assist their team members.

Question: Why is some of the content so American focused?
Answer: All of the training packages have been created in America and have some amazing content, however, not all of the content will be applicable to our Australian and New Zealand context nor will some of the resources that they reference. However, over time, and as we grow, we will look to create more content that is ANZ specific. For now though, we are so thankful for the richness of what is available to us from our American brothers and sisters. Your Regional Point of Contact will be able to point out where there are any notable differences.