

# ARDENT EDUCATIONAL AND WELFARE TRUST

## Volunteer Training Manual

"Education for All, Service to Humanity"

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### 1. Welcome Message

Welcome to **Ardent Educational and Welfare Trust**.

Thank you for choosing to volunteer with us. Your time, skills, and dedication can make a meaningful difference in the lives of children, youth, women, and rural communities. As a volunteer, you represent the values and mission of our organization.

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### 2. About the Trust

**Vision** To build an educated, healthy, empowered, and self-reliant society.

**Mission**

- Promote quality education.
  - Empower women and youth.
  - Improve health and environmental awareness.
  - Support community development and social welfare.
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### 3. Role of a Volunteer

Volunteers are expected to:

- Support NGO programmes and events.
  - Conduct awareness campaigns.
  - Assist in educational activities.
  - Help organize training workshops.
  - Participate in environmental initiatives.
  - Assist during health camps.
  - Promote community participation.
  - Maintain a positive image of the organization.
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## **4. Volunteer Code of Conduct**

Every volunteer must:

- Treat everyone with dignity and respect.
  - Be honest, responsible, and punctual.
  - Follow organizational policies.
  - Maintain confidentiality.
  - Avoid discrimination of any kind.
  - Protect children and vulnerable individuals.
  - Use organizational resources responsibly.
  - Work as a team member.
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## **5. Child Protection Policy**

Volunteers must:

- Always behave professionally with children.
  - Never use abusive language or physical punishment.
  - Never exploit or harass any child.
  - Report any suspected abuse immediately.
  - Ensure children's safety during all activities.
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## **6. Communication Guidelines**

- Speak politely and respectfully.
  - Listen actively.
  - Maintain professional behaviour.
  - Represent the organization positively.
  - Never spread misinformation.
  - Obtain approval before speaking to media.
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## 7. Safety Guidelines

- Follow all safety instructions.
  - Wear ID cards during field activities.
  - Inform supervisors before field visits.
  - Carry emergency contact numbers.
  - Report accidents immediately.
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## 8. Ethics and Integrity

Volunteers should:

- Be transparent.
  - Avoid conflicts of interest.
  - Never misuse NGO funds.
  - Respect cultural diversity.
  - Follow all applicable laws.
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## 9. Attendance & Reporting

Volunteers should:

- Attend assigned programmes regularly.
  - Inform supervisors about absence.
  - Submit activity reports on time.
  - Record attendance accurately.
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## 10. Teamwork

- Respect fellow volunteers.
  - Share responsibilities.
  - Support new volunteers.
  - Resolve conflicts peacefully.
  - Encourage collaboration.
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## 11. Social Media Policy

Volunteers must:

- Share only approved content.
  - Respect beneficiaries' privacy.
  - Obtain consent before posting photographs.
  - Avoid posting misleading information.
  - Maintain professionalism online.
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## 12. Emergency Procedures

In case of an emergency:

1. Ensure personal safety.
  2. Inform the Programme Coordinator.
  3. Contact emergency services if required.
  4. Record the incident.
  5. Submit an incident report.
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## 13. Volunteer Rights

Every volunteer has the right to:

- A safe working environment.
- Equal opportunity and respect.

- Proper orientation and training.
  - Guidance from supervisors.
  - Recognition for contributions.
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## 14. Volunteer Responsibilities

- Follow organizational policies.
  - Respect beneficiaries.
  - Complete assigned tasks.
  - Maintain confidentiality.
  - Report concerns immediately.
  - Protect organizational property.
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## 15. Training Modules

### Module 1

Introduction to NGO and Community Development

### Module 2

Communication & Leadership Skills

### Module 3

Child Protection & Safeguarding

### Module 4

Health, Hygiene & First Aid Basics

### Module 5

Digital Literacy & Documentation

### Module 6

Event Planning & Volunteer Management

## **Module 7**

Environmental Awareness & Sustainability

## **Module 8**

Monitoring, Reporting & Impact Assessment

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# **16. Volunteer Oath**

"I pledge to serve with honesty, compassion, integrity, and dedication. I will respect every individual regardless of religion, caste, gender, or background. I will uphold the values of Ardent Educational and Welfare Trust and work for the welfare and development of society."

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# **17. Contact**

## **Ardent Educational and Welfare Trust**

### **Registered Office:**

Dhaka–Pipra Bazeed, Dhaka, East Champaran, Bihar – 845418

**Registration No.:** 05/2026

**NGO DARPAN ID:** BR/2026/1068299

**PAN:** AAMTA4856C

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## **Motto**

**"Education for All, Service to Humanity"**