

Current structure
With new platform

The Volunteer Journey

Norwegian People's Aid



CRM: Mysoft Microsoft Dynamics CRM
RMS: Mysoft Regional Member Service

Active member

Active crew



Reads/hears about NPA, learns about courses and training/assignments available to crew members

Joins NPA and contacts / is contacted by their local team

Signs up for and complete basic courses, becomes familiar with the educational ladder and the road ahead

QUALIFIED CREW MEMBER

Crews can participate in rescue operations. Members who have passed the foundation course can move on to the next level of their training

Participates in theme nights, rescue drills, rescue operations. "Climbs" the educational ladder, becomes an instructor and / or leader

Responsibility for leading crews in rescue operations on behalf of the rescue service.

Registration in CRM [/RMS]

E-mail/Facebook

RMS / Gatherings

RMS / E-mail / Facebook / Physical gatherings

Access to simple introductory courses / videos, information about educational opportunities and tasks volunteers perform

Access to learning / sharing platform. Follow their own learning progression, plan educational path, be part of a learning community

Build on basic education, follow other interesting courses and topics, sign up for qualifying courses and tests, benefit from a professional community

Become a content and course producer. Organise quizzes and tests, approve new crew members