



WELCOME *to the*

Better Impact **Certified Consultant Program**



Thanks for your interest in joining our Better Impact Certified Consultant program.

The following information explains how our consultant partnership program works and outlines the expectations we have of consultant partners, the process for getting involved and the benefits from being a part of the program.

Should you have any questions, please contact **Karen Goulet** via karen@betterimpact.com



What is the Better Impact Certified Consultant Program?

Our certification program involves a partnership arrangement between the team at Better Impact and independent volunteer management / non-profit management consultants who are looking to build their brand and the suite of services they are able to offer through their consultancy business.

Consultants who undertake a screening process and successfully complete a prescribed series of tailored training sessions will be able to promote themselves as a 'Better Impact Certified Consultant'.



The Benefits of being a Better Impact Certified Consultant

Certified Consultants will:

- Have their services publicized to a larger audience via Better Impact's website and other networks, resulting in increased exposure.
- Be able to display an official certification 'logo' to promote this area of their expertise
- Promote themselves as being a Better Impact Certified Consultant - BICC
- Have access to specialist Better Impact training materials and a larger group of experts to further develop their skills and knowledge
- Be able to supplement their consulting income with another skillset to offer both existing and future clients



The Benefits to Better Impact:

- Increased support options for all Better Impact members by providing more avenues to locate specialized support to meet their individual needs
- Increased exposure of Better Impact's suite of software services via each consultant's own website and other marketing materials
- Gaining potential new members, as consultants undertaking other consulting services identify the need for software (and recommend Better Impact) to their existing clients
- Increase to Better Impact's network of specialists across larger geographical regions



What services would 'Certified Consultants' provide?

Once certified, a consultant would be able to offer their knowledge and proven expertise in Better Impact's software, to enhance their own consulting services, in a variety of ways.

This may include:

- Working directly with Better Impact members who wish to engage with someone to complete a bespoke set-up of their software, including the building of activities, schedules and e-learning modules.
- Engagement by existing Better Impact members to conduct system reviews and tidy ups.
- Providing training to local agency staff about how to best use their Better Impact software.
- Offering to incorporate the introduction of Volunteer Impact into other larger non-profit review processes.
- Filling short term / temporary management roles at agencies where there's a need to have expertise in maintaining a Better Impact database between staff appointments.
- Overseeing the implementation of Better Impact's software for short term events or projects.
- Possibly hosting physical user groups or undertaking other locally based work on behalf of Better Impact.



Consultant / Member Engagement

Once a consultant has been certified, any work requested by a member of a consultant, shall remain a strict contractual arrangement between those two parties only. Consultants shall be free to charge what they wish according to their own billing schedule and level of expertise.

Eligibility

Better Impact would seek to endorse consultants who:

- have been (or are currently) a high-end user of Volunteer Impact (preferably of an Enterprise level solution) or those willing to undertake a comprehensive training course to learn the software
- have a high-level understanding of how Better Impact can be set up to suit different program situations
- have sufficient personal experience in the challenges that Volunteer Managers face in their everyday workplace
- have the ability to problem-solve
- have a comfortable 'values fit' with Better Impact in terms of why they want to offer the service.

How do I get Involved?

Becoming involved in the Certified Consultant program requires several steps:

1. Application
2. Assessment & Interview
3. Training
4. Certification & Graduation



Application – Eligible consultants who would like to be considered for the ‘Certified Consultant’ program can submit an expression of interest via the following link www.betterimpact.com/certified-consultant

Assessment & Interview – An initial assessment of the application shall be conducted and a webinar style interview scheduled with members of the Better Impact team to assess the applicant’s experience and suitability to enter the program.

Training – Successful candidates shall be required to actively participate in a series of 8 – 10 scheduled weekly one hour training sessions plus ‘homework’ to validate and enhance their knowledge of Better impact’s software.

The training shall cover a broad range of topics including:

- Better Impact’s company history, values and ethics
- Data security & privacy
- Use of the software

Each consultant shall be provided with a free database system of their own to demonstrate their capability to use the software throughout the training period – and shall continue to have access to this system as their own ‘sandpit’ account for future work with clients.

Certification & Graduation – Once training has been successfully completed, candidates shall be awarded their certification and be free to use an official certification logo to promote their new qualification.

They shall also automatically become members of Better Impact’s internal consultant support and educational program - “The Better Impact Consultant’s Collective”.

The ‘Collective’ shall meet at least quarterly and be a place where consultants can:

- gather peer support
- learn about new skills and product information
- meet new consultant members and
- connect with the broader Better Impact team.

Ongoing Certification

Ongoing certification shall be automatic for as long as a consultant:

- Attends 75% of all scheduled meetings and training sessions hosted as a part of the Consultant's Collective program (at least once a quarter)
- Continues to exhibit a high level of professionalism in the services provided to Better Impact members

Better Impact shall reserve the right to remove a consultant from the program at any time and consultants may also choose to leave should they feel the program is not a good fit for them, by providing this advice to the CEO in writing.

