

Volunteer Orientation and Training Resource List

SMP volunteer orientation and training are designed for SMP volunteers and may also be useful for SMP staff and partners. Resources below can be found in the [SMP Resource Library](#). The online training curricula developed by the Center (which include the manual, online training, and online assessment for each topic) are now available exclusively in [TRAX: Training Tracker](#): Available Training: Curriculum tab.

	Focus	Goal	Resources
Overview	Train-the-Trainer	To provide SMP directors, coordinators of volunteers, and other trainers an overview of nationally available orientation and training materials and step-by-step implementation guidance	<ul style="list-style-type: none"> • SMP Volunteer Orientation and Training Implementation Guide • Orienting and Training SMP Volunteers (<i>web event</i>)
SMP Orientation	General Knowledge	To provide an overview of the purpose and values of the SMP, the nature and operation of the program or activity for which they are recruited, and the purpose, duties and requirements of the role that they are accepting	<ul style="list-style-type: none"> • Orientation Tip Sheet • SMP Sample Volunteer Handbook • SMP Volunteer Program Management Manual
SMP Foundations Training	General Knowledge	To provide a foundation of knowledge in three main content areas: the SMP program, Medicare basics, and Medicare fraud and abuse	<ul style="list-style-type: none"> • SMP Foundations Training Kit • SMP Foundations Training Manual • SMP Foundations Training Curriculum (includes manual, online training, and assessment)
SMP Group Education Training	Role-specific	To provide the necessary skills and resources to present SMP group education sessions consistently to groups of Medicare beneficiaries, caregivers, and other applicable groups across the country	<ul style="list-style-type: none"> • SMP Group Education Training Kit • SMP Group Education Training Manual • SMP Group Education Training Curriculum (includes manual, online training, and assessment)
SMP Counselor Training	Role-specific	To provide the necessary skills and resources to answer basic SMP questions and provide individual SMP education consistently across the country	<ul style="list-style-type: none"> • SMP Counselor Training Kit • SMP Counselor Training Manual • SMP Counselor Training Curriculum (includes manual, online training, and assessment)
SMP Complex Interactions Training	Role-specific	To provide the necessary skills and resources to manage complex interactions and, when necessary, conducting referrals to the appropriate entity	<ul style="list-style-type: none"> • SMP Complex Interactions Training Kit • SMP Complex Interactions Training Manual • SMP Complex Interactions Training Curriculum (includes manual, webinar recordings, and assessment) • Tip: Search for keywords “complex interaction” to find more resources.