

VOLUNTEER CENTRE NEWCASTLE VOLUNTEERING OPPORTUNITIES

Giving isn't just about money

Hi Everyone

welcome to the April Edition

We welcome feedback and comments.

Style may have changed but not the process - if you are interested in a role contact the organisations directly.

All contact details are contained in the advert.

If you no longer wish to subscribe then email Karen your full Name
karen.watson@volunteeringmatters.org.uk

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 - FREE Level 2 Retail Skills Diploma

*If you no longer want to subscribe,
please contact me to unsubscribe.*

St Oswald Hospice

Big footy shout out!

St. Oswald's Hospice have a collection at St. James' park before the Arsenal match on Sunday 15th April from approx. 11 am until 1.30 pm.

laurahargreaves@stoswaldsuk.org 0191 285 0063 Ext: 2136

JET NORTH EAST

In JET (Jobs, Education and Training) we are looking for a Clown or /and Magician volunteer for an event on, The Wicker Chair Coffee House & Bistro, which is essential for us in terms to give work experience and training to many of our clients.

The event will be held on 26th of May, from 9:00am to 3:00pm.

The volunteer should have his/her own material and might be motivated to work with children. Transport expenses will be refund.

yassir@jetnorth.org.uk

DISABILITY NORTH

Come and be part of our Great Exhibition of the North arts project

'The dog ate my wheelchair' is a unique video installation exploring the experiences of disabled people throughout the region. Working with Disability North and an established artist, the project will bring together disabled people from rural and urban areas. We will meet to discuss innovations that support (or hinder) everyday lives, dream up ideas which could improve our lives, and generally swap stories about what it is like to be a disabled person living in the North.

If you are interested in being part of this once in a lifetime opportunity which will raise the profile of disability issues in a major national event, then please sign up.

You should be comfortable being filmed, and free to attend two initial 2 hour workshops at Disability North, The Dene Centre, Castle Farm Road, Gosforth, Newcastle upon Tyne, NE3 1PH on:

11am-1pm Saturday 14th April 2018; and
11am-1pm Saturday 21st April 2018.

Refreshments will be provided and reasonable travel expensed reimbursed.

Spaces are limited. For more information or to sign up, contact Disability North's Chief Executive Officer, Victoria Armstrong at victoriaarmstrong@disabilitynorth.org.uk or 0191 2840480.

RAF100

Fundraising volunteers wanted: Support a century of service 19th May

This year, the Royal Air Force is celebrating 100 years in the air and the RAF100 Appeal will be fundraising in 11 cities across the UK.

The RAF100 Appeal is a joint venture between the RAF, the RAF Association, the RAF Benevolent Fund, the RAF Charitable Trust and the RAF Museum, working together to commemorate this historic event.

We are looking for proactive and organised individuals to be fundraising volunteers. We'd love you to be at the heart of the celebrations, helping us collect for the charities that care for the RAF family. The fundraising role is a fantastic and exciting one, with volunteers being part of a team raising awareness of the work of the RAF, collecting donations and offering RAF100 Appeal celebratory merchandise in the presence of RAF personnel. Fundraising volunteers can sign up by visiting rafa.org.uk/raf100volunteer and complete the registration form, including selecting any city locations and shift(s), you wish to support.

If you have any queries please do contact the RAF Association on raf100volunteers@rafa.org.uk or call 0800 018 2361.

DIABETES UK

4.5 million people in the UK are living with diabetes and 11.9 million are at risk of developing Type 2 diabetes. We need your help to raise awareness of identifying how at risk people are of Type 2 Diabetes and promote ways to significantly reduce this risk. Your work could:

- Make people aware of the increasing prevalence of Type 2 Diabetes and particularly the increasing numbers of people at a high risk of developing Type 2 Diabetes through carrying out our 'Know Your Risk' assessments.
- Help people find out how to lower their risk of developing type 2 Diabetes or for those already at a low risk give them advice on how to maintain this.
- Provide people with resources that inform them about Diabetes.
- Raise awareness of the difference between Type 1 and Type 2 Diabetes and how to spot the symptoms of both.
- Empower people living with Diabetes to access further education on their condition.

We have a fantastic volunteering team in Northern & Yorkshire here to support you:
Senior Volunteer Development Lead – Michelle Stebbings 01925 644 577
Volunteer Coordinator N& Y – Emma Parke 01925 644 571
Email: emma.parke@diabetes.org.uk

THE GREAT EXHIBITION OF THE NORTH

Get North Volunteer Applications are now open! 😊

Can you provide a warm welcome to an audience of 3 million visitors coming to NewcastleGateshead? Now is the time to officially become a Get North Volunteer by applying to be a Get North Pioneer (deadline 11 Feb 2018), a Get North Maker or a Get North Event Support.

The Great Exhibition of the North is set to be the largest event in England in 2018, telling the dynamic story of the North by celebrating the innovators, artists and designers who have shaped our present and are inspiring our futures. As well as working on some spectacular exhibits, which we know will be worth the wait, we've also been developing a fantastic programme for our Get North Volunteers.

We're calling out to passionate and enthusiastic people to work with our core team to help us to deliver our ambitious plans, and to be a part of this extraordinary summer of events in NewcastleGateshead. Get North Volunteers will become advocates for the Exhibition, as well as bringing the Great Exhibition to life, helping celebrate the North and adding to its story along the way.

For further information on what each role entails visit: www.getnorth2018.com/volunteers

CANCER RESEARCH UK

We are seeking committed volunteers to support our Cancer Awareness Roadshow team in the North East to help make a difference in local communities.

Why we need you:

As a Health Awareness Volunteer you will encourage visitors to come onboard the Roadshow and help to inform visitors from your local community about ways to reduce their risk of cancer and the importance of early diagnosis. By volunteering with us, you will help us widen our local reach by spreading these vitally important health messages.

What will I be doing?

- Encouraging visitors to come onboard and helping to promote the presence of the Roadshow in the local area
- Communicating key health messages to the general public in a friendly, accessible and informative manner
- Using information we have provided to answer basic questions around prevention and early detection, always referring individuals to our nurses for more in-depth discussions
- Informing visitors about local health services when appropriate
- Handing out Cancer Research UK leaflets
- Providing extra support for the Roadshow at large events

Who are we looking for?

We're looking for someone with an **interest in raising the awareness of cancer** or more general health promotion, who can communicate clearly, using appropriate language to engage **different audiences** in your community. You should have the confidence to say 'I don't know' and point people to the nurses for appropriate information. You'll need to **work well in a team**, develop effective relationships and **have a desire to be involved in your local community**.

How much time do I need to commit?

The Roadshow is live for 3 days per week (usually Tue-Thu) between the beginning of April and early December, and is open from 10am to 4pm. However, days can vary and the units may occasionally attend weekend events. Ideally, we are looking for individuals who are able to commit to around 10 hrs per month.

Where will I be based?

The unit visits locations within a 35 mile radius of central Sunderland although it generally spends most of their time in 10 local authorities in the North East.

How do I apply?

Simply download and complete our Health Awareness Volunteer application form: [Health Awareness Volunteer – North East](#) and submit it to healthawarenessvolunteering@cancer.org.uk before 5th March 2018

For more information about this role, please contact healthawarenessvolunteering@cancer.org.uk or call 020 3469 8318.

WALK THE WALK – THE MOONWALK EDINBURGH

We are looking for dedicated, amazing volunteers to support us at The MoonWalk Edinburgh – 15,000 women and men walking either a full or half marathon in their fantastically decorated bras, raising money and awareness for breast cancer...quite a sight to behold!!

We have many opportunities for Volunteers to choose from, so we guarantee there is something for everyone.

Saturday Evening Crew: Join in the party atmosphere at MoonWalk City on Saturday 9th June where things are just getting started. Start times vary depending on your role, but no earlier than 5pm and finishing at midnight. Our 24 available roles include Baggage, Tattoos & Balloons and Water Crew.

Saturday Overnight Crew: The crucial part of the event where our Walkers are out on the streets and volunteers are involved at the centre of an exciting night.

Finish Line and Baggage roles start around 11pm on Saturday 9th June through to 6am. Route Marshals start between 7.30 - 11.30pm and finish within 8 hours or once the last Walker has passed.

Sunday Morning Crew: Support our Walkers towards the end of their journey... the most testing and inspirational part of their challenge! Starting at 6am on Sunday 10th May and finishing around 12pm, once the last Walker crosses the Finish Line.

Fran Egerton 01483 741430 fran@walkthewalk.org

ONGOING OPPORTUNITIES FOLLOW

The British Red Cross is calling on people to volunteer for its new 'Home from Hospital' service, based at the Queen Elizabeth Hospital in Gateshead. Working in partnership with HelpForce, a new Community Interest Company which aims to maximise the potential of volunteering to make more time for care, the service will see volunteers make home visits to those who need extra help after a hospital stay, enabling them to manage independently again, and reducing the risk of readmission. The service, which is supported by funding from the Garfield Western Foundation, provides up to six weeks of support at home to eligible patients upon discharge from hospital wards. Volunteers can give anything from a just a few hours a week, and full training will be provided.

Further information on the role is available at:

<http://bit.ly/2AbI0wG> or you can contact the British Red Cross for more information at GatesheadHfH@redcross.org.uk. Tel: 0191 2737961.

GUIDE DOGS NEWCASTLE MOBILITY

A great volunteer admin role is available in the Guide Dogs Newcastle Mobility Team office.

Key tasks are answering calls and forwarding queries to the relevant person; office tasks such as filing and shredding; coordinating invites to quarterly volunteer inductions; preparing resources for the inductions and optional dog related tasks. Other opportunities are also available in this role depending on your interests and skills.

The role would suit someone with this skill set or someone who wants to increase their employability skills in this area. You would be supporting our friendly, welcoming and passionate team to deliver life changing services to adults, young people and children living with sight loss

For more details contact Claire Devine on 03451430220 or email newcastle@guidedogs.org.uk

CARE HOME ACTIVITY SUPPORT

“We would love to see more volunteers into our unique residential home to help us provide more experiences for our residents.

We are a 51 bedded home for predominantly for people with a physical disability, our residents range from 30 to 80+. If you have a gift you are willing to share whether it is music, crafts, or just the ability to sit and have a conversation it would be great to hear from you.

We are also looking for anyone willing to help with our new Hen programme where we will be looking after a couple of our own hens.

Finally as I am sure you can appreciate our busiest time is meals times any one able to give a few hours to make this a more enjoyable experience.

To discuss further please contact Carol at Chipchase.

Contact details: c.harrison@percyhedley.org.uk or 01912381313

THE GREAT NORTH CHILDRENS' HOSPITAL “POP UP HOSPITAL”

The Great Exhibition of the North is a government-sponsored 80-day program of events taking place in Newcastle and Gateshead from June to September 2018. The event will center around three trails – innovation, arts and design. The Great North Children’s Hospital, RVI will play its part in this by showcasing medical innovation and in particular how this is used to care for children, young people and their families.

The role of the Great Exhibition of the North Volunteer will be to assist in the development and the daily running of a ‘Pop-Up Hospital’ exhibition, which will be open to the public 7 days a week. Applicants must be able to commit to at least 1 day a week, be friendly and approachable, with strong verbal communication skills and a ‘can do’ attitude.

This is an excellent opportunity to gain experience in event organising/project management, to liaise with the general public and to work along clinical staff from the Great North Children’s Hospital.

For more information or to apply, please visit: Newcastle Hospitals - Volunteering Opportunities

http://www.newcastle-hospitals.org.uk/jobs/volunteering_volunteering-opportunities.aspx

NEWCASTLE WOOD RE-CYCLING, WALKER

We are seeking suitable people to assist with managing our Volunteer Programme. Successful candidates can work as many, or, as little hours they can offer.

Main responsibilities are:

- Maintaining the Wood Yard Volunteer selection process
- Carrying out Induction, Health & Safety and Training of volunteers
- Managing the existing Volunteer Programme

- Liaising with volunteer organisations and schools etc. to maintain our team of volunteers
- Work closely with volunteers and volunteer mentors to enhance core skills
- Recognise where there is a need for volunteers within each area of the Wood Yard
- Assist volunteers with a Modular Development Programme

office@welovewood.org 0191 265 4845

SAMARITANS OF TYNESIDE

Are you interested in finding out more about the challenges of becoming a listening volunteer with Samaritans? Samaritans vision is for a society in which fewer people die by suicide. We deliver our service by providing support to people who are experiencing distress, despair and suicidal thoughts. This may be because of mental health issues, family crisis, unemployment, financial difficulties, bereavement or other major life problems/events. The Samaritans service is offered via: a 24/7 telephone helpline; face to face support; email and text messages and is delivered by highly trained volunteers.

We have Information events over the next few weeks and to register for one of our sessions please email: newcastle@samaritans.org or ring our office number: 0191-281-3251 and leave your contact details on the answerphone

ACTION TUTORING

Education isn't a level playing field in the UK today, as the income of a child's parents can directly impact their own academic attainment.

Action Tutoring wants to change this through its tutoring support for secondary school pupils - and help them achieve regardless of their backgrounds. Tutoring can be a powerful tool in supporting a child academically and it shouldn't be accessed only by those who can afford it.

Action Tutoring is looking for local volunteers to support as tutors for disadvantaged young people. The commitment is just one hour a week, over the course of 8-10 weeks. Action Tutoring trains and supports its volunteers to develop, over the time they are involved.

The tutoring takes place at the same time each week and sessions are available on either Monday, Tuesday, Wednesday or Thursday afternoons, in Wallsend, Walbottle, Kenton and North Shields.

The benefits of getting involved are extensive – from supporting and enabling young people to succeed, to meeting other like-minded individuals in the community. Action Tutoring's volunteers range from 18 to 80 years and no previous tutoring experience is required.

Visit their website: www.actiontutoring.org.uk for more information or apply straight away through the online application form.

PSU – Personal Support Unit Litigant support

Could you use your people skills to help other people at risk of losing their home, losing access to children or dealing with debt and bailiffs? Newcastle Personal Support Unit (PSU) is looking for volunteers to join our court-based support unit. Our trained volunteers give free, independent assistance to people facing proceedings without legal representation in civil and family courts.

PSU volunteers meet the needs of the clients in many practical ways without providing any legal advice. We also offer clients a listening ear and a chance to talk through their case. We are looking for volunteers who enjoy a challenging, varied environment and have plenty of initiative and an enthusiasm for helping other people. Volunteers do not need any legal background or experience. We're also keen to hear from volunteers who would be interested in providing administrative support around the office. To find out more about volunteering, call 01912 618012 or email newcastle@thepsu.org.uk. For more information about PSU visit our website: www.thepsu.org.uk.

NEWCASTLE CATHEDRAL

Newcastle Cathedral is launching a new volunteer-led community history project on Wednesday 2 May 2018 with the aim of discovering more about the history and heritage of the Cathedral and its place in the city.

From researching the Cathedral's internationally important collection of ledger stones, to discovering more about the monuments, windows and military colours which make the Cathedral so unique, the group will have a chance to make a real impact into our knowledge and understanding of the Cathedral and how it was used in the past.

To launch the project, the Cathedral is holding a special launch event, including a tour of the building and a talk from the Cathedral's Archaeologist, Dave Heslop. At the event, there is also the opportunity to learn more about volunteering and how your valuable contribution can make a positive effort to the research going forwards.

The event is held on Wednesday 2 May 2018 at the Cathedral and is free to attend.

Two time slots are available to book: either 2pm or 6pm. Please choose the time that suits you best.

All are welcome to attend. Please reserve your free place via Eventbrite: <https://www.eventbrite.co.uk/e/community-history-project-launch-event-tickets-44454680145>

OPEN GATE (supporting women from custody to community)

We are looking for volunteers to work with us in a variety of different and exciting ways.

- To help us develop our social media presence. Ideally someone with computer skills and some marketing experience who is familiar with posting public posts on Facebook/Twitter and who can build and maintain a website.
- Fund raisers and awareness raisers. These are creative, outgoing people who can help us spread the word about the hardships and trauma many of the ladies we support experience in their lives

before ending up in prison - Also helping us come up with new and fun ways to raise vital funds so we can continue our work.

- To help us deliver a range of activities and support for ladies on day release and for those who are beginning to rebuild their lives once their sentence has ended.

About Open Gate

We have been supporting women and young offenders for over 15 years. Open Gate helps women practically and emotionally in: Accessing and maintaining a home or tenancy Keeping appointments i.e. Probation, Drugs/alcohol services Accessing education and employment Finance, benefit and debt concerns Physical and mental health issues Building self-esteem and confidence Reducing social isolation

Volunteers should be...

Volunteers should be approachable, non judgemental and good listeners. They must be genuine, honest, realistic and reliable. Access to own transport is needed in this role. At present all volunteers are female because of the nature of the work.

Those interested can contact us on 0191 374 1500 or email us at alison.opengate@btconnect.com

SMILE FOR LIFE CAFÉ BEAM

Would you like to support and mentor Andy and Michelle working in a community cafe?

Andy and Michelle love working at Café Beam each week. As young people with learning difficulties their experience at the café gives them skills, confidence and opportunities to get into paid work.

They need a volunteer mentor to support them – do you think this could be you for this highly rewarding role?

They need encouragement and guidance to set up the café, serve the customers, prepare the food and drink, take payment and clear away.

A volunteer is needed for one slot on weekly basis Monday to Friday either 9.15am – 12.30pm or 12.15pm-4.15pm. We are particularly looking for volunteers to start as soon as after Easter 2018.

You need to be friendly, patient and flexible. You should be able to build excellent formative relationships with the young people and be able to work with minimum supervision. You should be willing to undertake a DBS check.

For more information contact Lauren on 0191 284 4166 or lauren@smileforlife.org.uk

JESMOND LIBRARY

Set within the heart of Jesmond and close to West Jesmond Metro Station, Jesmond Library is a thriving, lively, friendly and entirely volunteer ran community library.

We are currently offering a super opportunity to a volunteer who would like to add Website, Events & Bookings managerial experience to their CV.

The successful applicant should have good IT skills and preferably be familiar with Wordpress.

Tasks will include: managing events and room bookings; keeping website and on-line calendar updated; preparing bimonthly programme of events and checking and responding to emails.

All tasks can be done from home using desktop/laptop/tablet or phone.

If you want to help to keep this invaluable community service and hub of information open, please contact: events@jesmondlibrary.co.uk for an application form or more information'.

ST OSWALD HOSPICE

St Oswald's provides care to those with life limiting conditions and needs to raise £7.5 million each year to continue to provide the service it does. As such, volunteers make a huge contribution to the overall running of the Hospice and they couldn't do what they do without them. Join team St Oswald's by becoming a:

- Car or Minibus Driver
- Transport Administrator
- Clinical Administrator
- Ward Helper
- Events Volunteer

For a list of all of their current onsite vacancies, task descriptions and shifts on offer, please email volunteer@stoswaldsuk.org, visit www.stoswaldsuk.org or phone 0191 246 9125.

Shop of the Month: Kingston Park Warehouse

St Oswald's busy warehouse in Kingston Park, Newcastle urgently needs a new volunteer to help run their clothing department.

Could you work in this fun, friendly and fast paced environment gaining valuable experience and making new friends along the way? If working with customers, organising stock and developing retail and customer service skills sounds like something of interest to you, please get in touch.

To find out more about St Oswald's retail volunteering opportunities, please email retailhelpdesk@stoswaldsuk.org, call 0191 246 9071 or pop into any shop and speak to the manager. For specific shop contact details, visit www.stoswaldsuk.org/shop.

FAMILY LIVES

Parent-child home programme

Zayan is two years old, living with his parents in Newcastle's West End. He does not attend nursery and has had few play experiences at home. His parents do not know the positive impact they have on Zayan's learning and development if they join in with his play experiences. Could you help Zayan and his parents?

We are looking for volunteers who can visit a family in the home twice a week for 30 minutes, taking a new book or toy to the family, encouraging positive play experiences by sharing in the child's play and encouraging parental engagement. This is an evidenced based programme that has been proven to reduce the achievement gap between higher and lower income families and improves children's readiness for school. Due to the nature of the programme we are asking for volunteers who can commit for a minimum of 15 months.

Training dates: 17th, 19th, 25th, 26th April 2018. 10am-2pm (16 hours in total)

Training will cover: Parent-Child Home Programme, child development, safeguarding, recording observations, boundaries

For further information and to request an application form, please contact Laura at Lurak@familylives.org.uk or call her on 07739788115 www.familylives.org.uk www.parent-child.org

SEARCH NEWCASTLE

Volunteers needed for a monthly older person's social club at a Chinese Community Centre on Stowell Street, Newcastle (China Town).

Cantonese/Chinese speaking volunteers needed every first Wednesday of the month between 12:40pm – 3:30pm to help run activities, serve tea and snacks, take a register and general duties.

DBS required and travel expenses within Newcastle reimbursed.

Please contact the Project Co-ordinator Lai Yee Tsang on 0191 273 7443 or laiyee.tsang@searchnewcastle.org.uk for more details.

REACHING OUT PROJECT

Reaching Out Project is looking for reliable people with good communication skills and some time to spare, who are friendly, non-judgemental and can offer emotional support.

All applicants for Volunteer Mentoring will undergo an enhanced DBS check and will provide contact details of two referees.

Full accredited training and supervision is provided for all volunteer mentors.

We welcome applications from anyone over the age of 18 who lives in Tyne & Wear and has the confidence and skills required for the role of Volunteer Mentor.

The Reaching Out Project is a scheme which matches volunteer mentors with offenders who are moving towards the end of their eligibility for support from Community Rehabilitation Companies and still require ongoing interventions to help prevent reoffending.

Reaching Out Project recruits, trains and supports adult volunteers to work as mentors. Mentors are 'grounded' individuals who are matched with people that meet the project criteria.

Mentors provide support to people who are vulnerable to move into employment, training, voluntary work or education, where appropriate. They also identify and promote positive activities that improve mental and physical wellbeing.

Ian Robson 📞 Direct Dial 0191 271 0131 ✉ Email enquiries@northernlearningtrust.org.uk

CHILDREN NORTH EAST

Newcastle Youth Link is looking for volunteer mentors. Are you aged 18-25 years and looking for a new challenge or to gain some experience working with children and young people? Do you have 2-3 hours a week to spare?

Join us at Newcastle Youth Link. You will complete a 3 day training course that will give you a nationally recognised Level 2 qualification in Developing Mentoring Skills, be matched with a young person who needs some additional support and meet them once a week to work on their goals and be supported by a Youth Link Co-ordinator. All expenses will be paid. If you are interested please apply online at <https://data.children-ne.org.uk> You will be contacted to have an informal interview, usually at a coffee shop in central Newcastle.

If you would like to discuss further please call Ailsa Fenwick Newcastle Youth Link Co-ordinator on 0191 2733997

SAMARITANS OF TYNESIDE

Listening Volunteer

Samaritans of Tyneside run a 24/7 service and volunteers are asked to agree to cover a minimum of two day-time duties and on over-night duty per four weeks. Duties vary in length with day-time 3 or 4 hrs and over-night of 5hrs.

Our listening volunteers support vulnerable callers by phone, email, text, letter or face to face. With so much happening, we're constantly looking for new people to strengthen our team. Our confidential, 24-hour listening service responds to five million contacts a year. We also reach out to our local community by visiting schools, colleges, universities, prisons and workplaces

Following selection day new volunteers will receive comprehensive training over a ten-week period. The first module of this training covers the induction process followed by a wide-range of transferable skills

Judith Bedigan, Branch Administrator newcastle@samaritans.org

2027 is a 12-month salaried job and professional development programme, giving talented people from working-class communities who have experience working in frontline community-focused roles, or lived experience of community services, the tools and experience to develop in grant-giving positions in foundations and trusts.

It's a fantastic way for you to rapidly accelerate your career and prepare for a decision-making role about where funding is spent in your community. At the heart of 2027 is a paid 12-month job at a leading foundation or trust, a charity that funds individuals or other organisations to run projects that positively impact the community. You'll deliver brilliant work to improve the communities they serve, whilst receiving a salary over the year of up to £22,000.

You'll also take part in an extensive professional development programme, led by industry experts. This blend of training, networking and on-the-job experience will mean that at the end of the 12-month programme you will have the experience and skills you need to prepare for a decision-making position in a foundation or trust to influence real change in communities.

Applications are open until 25th April 2018, with placements available in Newcastle, Manchester, Birmingham and London. Apply at 2027.org.uk

FREE Level 2 Retail Skills Diploma

1 day per week over 6 weeks

Albion Row NE6

If you are looking to work in the service industry; Retail, Hospitality, Food and Beverage, Call Centres or Leisure, or you have some work experience and you are looking to move back into the workplace

in any area, this course will give you a broad range of knowledge, confidence and communication skills that will fully prepare you.

This is an interactive course, where we will share knowledge and have some fun along the way. Past students have given the following feedback about the course; 'really good fun', 'full of information', 'a real confidence builder', 'I knew more than I thought I did', 'I really enjoyed the activities and discussion', 'I didn't feel pressure in any way'.

Starting on Wednesday 21st February and then the following 5 Tuesdays. 9.30am – 2.30pm.

Course covers: Teamwork, Customer Service, complaint handling, Food Safety, Health and Safety, Promotional campaigns and Loyalty Schemes. There is no exam, but course work will make up your portfolio and you will receive a Level 2 Certificate if all sessions are attended and work completed.

For more information please call or email Jill Stevens;

jill.stevens@ucq.ac.uk

07983 643877

Newsletter sent by

Karen Watson || Volunteer Centre Officer

07419 988821

