



# Volunteer Training Programme Aug/Sept 2019

We recognise that volunteers working at CCT are willing to spend unpaid time helping to provide services and activities for our community and for the environment in which the Hub operates. We want our volunteers to make the most of their time with us, and we provide various learning and development opportunities. Through induction and training opportunities, our volunteers will be supported in gaining the skills and knowledge they need to work with can also develop wider skills. The Summer 2019 training sessions are available for volunteers, trustees and user groups members. Some of these training opportunities are accredited training which can lead to the achievement of recognised certificates.

To book a place please email [carnegiecio@gmail.com](mailto:carnegiecio@gmail.com) or phone 07958 016820

## **Wednesday 14th August 5.30pm – 7.00pm - Introduction and Induction**

This session will give volunteers, trustees and users an overview of what CCT does, how it has evolved, structures, roles and who does what. It will look at the planned activities of the Community Hub, provide a tour of the building and introduce you to general policies and volunteer procedures.

## **Saturday 17th August**

**Part 1: Safeguarding and Prevent 10.00am – 11.30am**

**Part 2: Health and Safety 11.45am – 1.15pm**

This session is presented as a face to face introduction followed by the opportunity for volunteers to obtain certification in the two areas in their own time.

- Part 1 of this session will help to ensure that all people working with or who have contact with young people or vulnerable adults are equipped to carry out their safeguarding and 'prevent' responsibilities effectively.
- Part 2 of this session presents an overview of the safety and health requirements in the workplace and will include an outline of the main duties of employers and employees.

## **Saturday 24th August 10.30am – 12 noon - Customer Service**

This session is designed specifically for volunteers who come into contact with users and members of the public and will help to improve their customer service and communications skills.

## **Saturday 7th September**

**Part 1: Equalities 10.00am – 11.30am**

**Part 2: Understanding Mental Health 11.45am – 1.15pm**

Part 1 of this session will look at what Equality and Diversity means in the context of volunteering for CCT. It will consider key legislation, the Equality Act, duties, responsibilities and protected characteristics. It will support you with strategies to challenge discrimination and tackle prejudice. Part 2 of the session will raise your understanding about behaviours and characteristics that may indicate when a person is suffering serious mental distress. It will provide guidance about how to respond to such situations and give information about where you and/or the individual may turn to for help.

## **Saturday 14th September 10.30am – 12 noon - Heritage Protection**

This training offers an introduction to general aspects of the sustainable management of the historic environment. It will consider how we ensure the quality of decisions made by Carnegie Community Trust in relation to Carnegie Library being a listed and historic building.