

LOCAL *aid*

Reg. Charity
1014952

FOR CHILDREN AND COMMUNITY SPECIAL NEEDS

'HANDS ON PROJECT'

The "HANDS ON" PROJECT is looking for participants and we would like your students to be involved

This project has received 3 years' funding from the Big Lottery Fund.

<http://www.localaid.co.uk>

Q. What is the 'Hands On' Project ?

The 'Hands On' Project is run by registered charity, Local Aid (1104585).

The project will encourage disengaged young people aged 14 to 25 to build intergenerational skills through personal training. 'Hands On' aims to engage, raise awareness and train participants through experiences such as:

Training in a 'live' retail environment - building customer service skills, money handling skills and communication skills;

Volunteering and community participation – becoming an active citizen within a collective, non-hierarchical charity organisation;

Understanding community need – recycling and re-using as a basic understanding of sustainable development and communities in need.

The project is delivered at our two charity shops, located in Ravenhill and Morriston. Young people will need to make their own travel arrangements as transport is not provided.

This project is delivered free for schools – there is no cost for the provision of training.

Q. Which students should participate?

Participants should be aged between 14 and 25 years. They may be:

Those socially excluded or at risk from social exclusion;
Those with challenging behaviour;
Those who are disengaged from the formal educational patterns;
Those who have special or additional educational needs.

Q. What will working at 'Hands On' involve?

Students will attend an induction/tester session before the start of programme

They will be encouraged to choose from the options on the course 'Menu'; this will then form the basis of developing their individual learning plan.

Students will participate in the day to day running of the charity shop – duties will include cash handling, serving customers, sorting and displaying merchandise and general shop-keeping duties.

They will be involved in the project for 1 day per week, for a 6 week placement. In general, the day will run from 9am to 3pm, with a mid-morning and lunchtime break.

Learning Programme

Health & Safety

Recycling

Positive volunteering

Introduction to shop and counter work

Customer Care

Handling Money

Communication Skills

Marketing/publicity

Telephone Skills

ITC skills

Participating and planning an event

Disability Awareness

Health & Safety

Identify potential hazards in the work place

Understand the need to wear protective clothing and equipment

Be familiar with a fire drill procedure

Have an awareness of health and safety legislation

Recycling

Identify recycling symbols

Identify ways to recycle

Take in any donated items from the general public

Sort and grade donated materials

Price and display items in our charity shop

Positive Volunteering

Understand the basis of volunteering

Prepare for volunteering

Increase awareness of the benefits of volunteering
for oneself and others

Introduction to shop and counter work

Preparation for tasks –dress code, keeping counter tidy etc.

Carry out basic shop keeping duties – deal with customers
identify their needs

Accept and check payments

Handling money

Identifying coins and notes
Receiving payments for merchandise
Giving change
Secure money received from transactions

Customer Care

Demonstrate how to greet customers /members of the public
Identify customer/ public needs
Identify how to deal with a complaint and refund an item
Gain an understanding of relevant legislation to protect customers' rights

Disability Awareness

Increasing awareness of disabilities
Increasing needs on individuals
Mentoring peers
Promotion of schemes that will support disabilities
Fundraising for specific items of equipment

Marketing/publicity

Publicising the work of our organisation
Design, create and produce leaflets
Leaflet drop within the local community
Prepare and deliver a presentation to local community groups, schools, businesses or/and local press/radio

Additional Skills

To work within the staff and the volunteer team
To work on their own initiative
Basic skills
Time management skills
Act as an ambassador for our organisation

Q. What are the benefits for pupils participating in the 'Hands On' Project?

- 1** OCN accreditation up to Level 3 - all participants will achieve at least 2 units and be personally mentored by fully trained staff.

The 'Hands On' project provides continuous training in areas such as:

- Introduction to the organisation
- Health and Safety
- Recycling
- Positive volunteering
- Introduction to shop and counter work
- Disability awareness
- Customer care
- Communication skills
- Telephone skills
- Planning and participating in an event
- Handling money

- 2** Work experience for CV building. The experiences gained on the project can be counted toward community participation and active citizenship and be included on personal statements for ROA's.
- 3** Access to other awards such as Millennium Volunteers and Duke of Edinburgh.
- 4** The opportunity to develop personal self-confidence and communication skills. This will help them to work better with other people, both inside and outside of school, and prepare them for their future careers.
- 5** Developing key skills – these are integrated in to the programme
 - communication
 - application of number
 - information technology
 - working with others
 - improving own learning and performance
 - problem solving

We will be happy to provide progress reports relating to the project, on the work the students have participated in and the achievements obtained during their placement with the 'Hands On' Project.

Q. Where is the project held?

Local Aid Charity Shop
151 Ravenhill Road, Ravenhill, Swansea SA5 5AH

Local Aid Charity Shop
89 Clase Road, Morriston, Swansea SA6 8DY

Q. When?

Every Monday – Friday; Morning session: 9 am to 12.30
(including a mid morning break of 10 minutes)
Lunch: 12.30 to 1.00; Afternoon session: 1pm – 3pm

We are very flexible with times and days of the project and understand that some participants may only be able to attend at certain times of the day.

Q. How to get involved?

We hope that you are interested in the ‘Hands On’ project. If you have students who you feel would benefit from our skills and training project then please do not hesitate to contact us.

For further information about the project or to discuss placing pupils with ‘Hands On’, please contact Terrie Cousins, our School Link worker.

She will be happy to visit the school to talk about the project and give a presentation, if required.

Contact Details**School Link Worker:****Terrie Cousins**

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<http://www.localaid.co.uk>