



'Destination London, Be Inspired, Get Involved!'
West of England Volunteer Programme
To Include: A BTEC Level 2 'Understanding Stewarding at Spectator Events', and Workshops in Customer Service, Hospitality & Leadership.
January—June 2011



3 Courses
3 Workshops
All Free!



Destination London, Be Inspired, Get Involved **Volunteer Training**

As part of the West of England Volunteer Programme, the West of England Sport Trust and Team West of England are offering a **FREE** training programme to local volunteers. The programme aims to increase the number and up skill volunteers within the West of England. Working in partnership with Filton College a training programme has been put together that will help develop and enhance the skills of local volunteers.

If you have applied to become a London 2012 Games Maker and are invited to the selection date for interview these skills and knowledge could enhance your chance in being selected to become a Games Maker.

BTEC Level 2 'Understanding Stewarding at Spectator Events'

This course will cover topics such as; How stewards prepare for spectator events, looking at stewards and marshals roles and responsibilities. How to control the movement of crowds - looking at dealing with the public, customer care, the set up of events and procedures that need to be placed. Communication and Health and safety and emergency procedures.

This course will help develop a range of skills and techniques, personal skills and attributes essential to future volunteering and working life. This can also lead onto further paid or unpaid opportunities such as spectator safety.

This course will be run three times;

Course 1: Jan 18th+20th, 25th+27th, Feb 1st+3rd, 8th+10th, 15th+17th 2011

Course 2: Mar 8th+10th, 15th+17th, 22nd+24th, 29th+31st, Apr 5th+7th 2011

Course 3: May 3rd+5th, 10th+12th, 17th+19th, 24th+26th, Jun 7th+9th 2011

Each date will run from 6.30pm – 9pm and will be held at Filton College, Bristol

Cost: FREE

Workshops

Three workshops will be ran to cover some of the additional skills volunteers may need. These workshops will cover some of the generic skills such as customer care, hospitality, and Leadership. These skills can be used in any volunteer work and can also enhance any application for paid or unpaid work.

Workshop 1: Customer Care and Hospitality

Wednesday 2nd March 2011 from 6.30pm – 8.30pm @ Filton College, Bristol

Workshop 2: Team Building – Team Work and Leadership/People Management

Wednesday 27th April 2011 from 6.30pm – 8.30pm @ Filton College, Bristol

Workshop 3: 1 & 2 combined – Customer Care, Hospitality, Team Work, Leadership and People Management

Wednesday 15th June 2011 from 6.00pm – 9.00pm

Cost: FREE

All courses are available for anyone aged 16 years and over.

Spaces are limited so please book early to avoid disappointment.

If you have applied to become a London 2012 Games Maker please be aware that selection dates are being held from February 2011, so you may wish to attend the earlier dates.

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Training - Application form

Name: **Gender:**

Address:

Email Address:

(Please provide the parents email address if under 18)

Home Tel No: **Mobile No:**

Age: **Date of Birth:**

Do you have a disability?.....

Do you have any access requirements?:

Do you have any medical conditions?:

Ethnicity (Please indicate):

I wish to attend the following course/s:

BTEC Level 2 'Understanding Stewarding at Spectator Events':

Course 1 (Jan + Feb 2011) Course 2 (Mar + Apr 2011) Course 3 (May + Jun 2011)

Workshops:

Workshop 1 (March) Workshop 2 (April) Workshop 3 (June)

I am aware that photographs/video footage will be taken during the event for promotional/broadcasting purposes, and I give consent for me/my child to feature in such photos/footage. (If you do not give consent please contact us directly on 0117 328 6250 or email sarah.casselden@uwe.ac.uk, otherwise we will assume you are happy for this to happen).

If you are currently under 18, we require a parent/guardian signature. This confirms you give permission for your child to attend the course and also for us to pass on emergency contact details to Filton College for emergency purposes during the course only.

Signature of Volunteer:

Print Name of Volunteer: **Date:**

Signature of Parent/Guardian:

Relation to Volunteer?:

Print Name of Parent/Guardian: **Date:**

Please return to: Sarah Casselden, Wesport, c/o University West of England, Frenchay Campus, Coldharbour Lane, Bristol, BS16 1QY.