



Small Charity – Big ideas – Forward together

During the course of work experience at Powerslide Rides we would like to offer those who are interested a chance to enhance their employability. To achieve this we will help participants learn some important work ethics and skills and help with any basic key skills in English and mathematics as well as customer service, working within a team and working within a hierarchy. There will be opportunities for problem solving and developing initiative and each participant will be given a small project or area of work that they will be solely responsible for.

We believe in equipping our participants with skills for life and will work with them in raising their self-esteem and introducing a work ethic and good habits. Working with us will show how their involvement in can make a difference to others, develop their initiative and give them experiences that will release their true potential as well as make them more employable.

During their work experience with Powerslide Rides participants will be completing an **Achievement Folder** which is theirs to keep at the end of the placement. This will show evidence of work skills, improvement of basic literacy and numeracy skills (if required) and a general record of their work experience. This should prove a valuable addition to their CV's and hopefully help in them finding future employment.

We realise that not everyone will be interested in completing our **Achievement Folder** but we will encourage those we feel would benefit from this. We will encourage our participants to recognise their strengths and weaknesses, and set goals accordingly which will be invaluable in guiding them towards the right path.

We believe in helping our volunteers in their ability to read, write and communicate in English and to use mathematics at a level necessary to function at work and in society in general.

Literacy covers the ability to:

- speak, listen and respond
- read and comprehend
- write to communicate.

Numeracy covers the ability to:

- understand and use mathematical information
- calculate and manipulate mathematical information
- interpret results and communicate mathematical information.

Work Ethos covers the ability to:

- Induction – Health and Safety booklet
- Understand the work of the charity and its overall structure
- Time keeping
- Time management
- Punctuality
- Working with others
- Working within a management structure
- Developing the ability to work independently
- Following instructions
- Developing initiative and independent work
- Updating CV

Customer Service Skills covers the ability to:

- Appearance
- Manners and language
- Answering the phone
- Deal with a range of scenarios in role play
- Dealing with rude and difficult customers
- Carrying out a job in time needed
- Problem solving

Personal Skills and Goals

- Recognising strengths and weaknesses
- Help with basic skills in English and mathematics
- Keep a daily diary (likes/dislikes, what they feel they have learned and achieved that day)
- Reflection on achievements and experiences
- Raising self esteem