

Working as a volunteer in a charity shop – Unit 5

Supplementary activity

This activity was developed during the pilot of this resource by the class teacher. The learners said it worked well and we thought it would be good to include it.

How did this set of resources work with your learners? Have you developed any additional activities? Please comment on the Nexus website.

Time: Approx 25 minutes

Set the room up as a charity shop with a back room, till and different sections selling clothes, etc. Give the learners scenarios (see Charity Shop Scenarios – Unit 5 Worksheet 13). Learners take turns to play the roles of volunteers and customers bringing in donations, browsing or buying items. Record the role play on a Flip camcorder to encourage reflective learning.

You are a volunteer in a charity shop and work at the back of the shop. You sort the clothes and decide which items can go in the shop, which can be recycled and which you cannot take. You are going to train a new volunteer who is starting today.

You are a new volunteer starting in the charity shop today. Another volunteer is going to show you what to do.

You are on the till. You must tell customers how much they have to pay and give them change. You must ask them if they know about Gift Aid and if not send them to the 'Gift Aid' volunteer.

You are the 'Gift Aid' volunteer. You explain to customers that if they are taxpayers and will fill in a short form then the government will give an extra 28%.

You work in the shop and put goods on the shelves and help customers especially if they are disabled or mothers with young children.

You work in the shop and do the window displays. You send people with donations to the back of the shop so that the volunteers can sort out the clothes.

You are a young mother with 2 pre-school children. One of the children is in a pushchair. You want to buy some toys for the children and look for children's clothes

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You have some donations for the shop. You have brought in an old CD player and some clothes. You do not know about Gift Aid.

You are in a wheelchair and are looking for some books to read. Some of the books are on a shelf you cannot reach. Ask a volunteer for some help.

You are having a new kitchen and want to bring in everything from your old kitchen. You need to find out whether the charity shop will take the items.

You have some donations for the shop. You have some very old books in very poor condition. If the shop cannot take them you are happy for the shop to recycle them.

You have some games and puzzles to donate to the shop and you want to buy some more games.

You want to buy some jewellery for a present. You ask if all the jewellery is second-hand or if they sell new jewellery. You look at what they have and decide what to buy.

You are elderly and walk with a stick. You find it difficult to get round the shop. You are looking for a warm jumper or jacket.

You are setting up home in a new flat. You are looking for plates, mugs and glasses. You are also interested in anything else you can find for your new flat.