

ILM LEVEL 3 AWARD IN MANAGEMENT OF VOLUNTEERS

Christine ran this qualification programme for Age UK Suffolk in 2015 and these were some of the comments from those participating

Christine has very deep knowledge of the subject matter

Christine is an excellent communicator, presents with good humour and defused potentially difficult situations

Handouts are excellent with useful information about each topic covered to refer to after the course has finished

I learnt a lot of skills to communicate with other people more effectively

I will approach volunteers as individuals from now on

Christine was there to help if you didn't understand anything and was non judgemental

Tutor very approachable - Christine has a calm, ordered, organised approach and responded well to our questions and discussions

I liked the small group exercises which enabled the sharing of good ideas

Christine has an easy, inclusive and responsive style and moves topics forward at a good pace. She keeps the group engaged and the sessions flowed well.

All managers of volunteers should do this course

Christine provided the best/most useful handouts I've received from any course