

Case studies: Retail Gift Aid 2018

At the start of the year we got in touch with some of our members who had attended a Retail Gift Aid course in 2018. We were interested to hear how they'd gotten on, what they enjoyed from the course and how the course had helped them back in the store.

Here's what they had to say:

Shop Support Manager, Severn Hospice (25 shops)

Did the course deliver what you wanted? The course trained on what things were like in the 'real world'. Eproductive actually go out into the charity shops themselves for their clients so were able to include this kind of experience in the training. The day was split into the legal side and practical day-to-day training. It was great to actually have the theory set out and then get to see how this can play out in practice in the shop.

What has the course helped change? We have undergone a series of reviews on our Gift Aid strategy (raising it at board level) and self-auditing (beefing up our processes). The GDPR section was great, we've now worked with our IT and compliance team and have a new strategy in place. In short, the course spurred us to review how we currently do things. I don't usually take notes at courses but came out with five pages!

What did you think about the trainer? I had been to previous courses before and always felt they were quite dry and only really dealt with the theory. The trainer made the issue relevant and engaging.

Regional Manager, Sense Scotland (16 shops)

Did the course deliver what you wanted? Yes, we were keen to receive guidance on the new changes HMRC had made to the Gift Aid process. We had been reading through it all ourselves and it certainly didn't make for light reading.

What has the course helped change? It has helped ensure we display key posters in the shop and the Shop Checklist is really useful in making sure that we're compliant and nothing is missed out.

What did you think about the trainer? Sonia was great, she asked everyone to tell her what they needed the day to focus on and ensured the course content dealt with what we raised. We felt that all the questions posed were fully answered. One of the best ones I've been on.

Project Manager, ExtraCare Retail Ltd (53 shops)

Did the course deliver what you wanted? It has, we wanted to gain knowledge that could then be passed onto shop staff. I have been able to develop and deliver training for all Shop Managers and Deputies, who then follow that up with volunteer training.

What has the course helped change? All Gift Aid policy fully rewritten and trained in. A new member of staff has been recruited to take on all aspects of Gift Aid. We have a better understanding of Gift Aid across the charity and have processes in place to capture any possible admin issues.