

## OUR TUTORS

The people who design and deliver our courses are all carefully selected for their knowledge and experience. Many are charity retailers. Others are specialists in their field and we work with them to ensure their content is relevant and meaningful to those working in the sector.

### HERE'S AN INTRODUCTION TO JUST A FEW OF OUR BRILLIANT TUTORS:



**ZOE AMAR**

is widely regarded as one of the charity sector's leading digital experts. She founded digital agency and social enterprise Zoe Amar Digital in 2013 and is Chair of The Charity Digital Code of Practice. She is the winner of an Inspiring Communicator award from Charitycomms and was recently voted one of the 25 most influential charity leaders by Charity Times. Zoe delivers our Social Media for Charity Retailers course.

*"I'm so excited to be working with Charity Retail Learning on developing a social media course specifically for charity retailers. We've seen some big changes in how people communicate and shop during the pandemic. Bringing my knowledge of the subject to this sector means we can help charity shops take advantage of these new opportunities"*

#### HOW MUCH DOES IT COST?

Most of our online courses are only **£30 + VAT per person.**

Our webinars start from just **£40 + VAT per person**

If you want to book multiple places for your team, please get in touch as we are able to offer discounts for block bookings.

For face to face and bespoke sessions, please get in touch to discuss your requirements.



**MICHAEL FLEMING**

works with EPOS provider NISYST as their lead trainer and has been delivering Gift Aid training to the sector for many years. He works closely with HMRC to ensure all the information he provides in his session is up to date and firmly within HMRC guidelines.

*"I'm delighted to be involved in setting up and delivering Gift Aid training for Charity Retail Learning. It's an ideal way for staff and volunteers working at all levels of charity retail to find out everything they need to know about Gift Aid and HMRC requirements."*



**ANNE WEBB**

spent over 30 years with Oxfam, latterly as Trading Director, and was a recent Chair of the Charity Retail Association. She develops and delivers our sessions around people management.

*"As someone who has worked with and supported charity retail people for many years, I'm so pleased to now be able to share my knowledge and experience via Charity Retail Learning. I would encourage you to sign up to see what you could learn."*

#### WANT TO KNOW MORE?

You can find out more and sign up for courses at [www.charityretaillearning.com](http://www.charityretaillearning.com)

Follow us on Twitter at [@Charity\\_R\\_Learn](https://twitter.com/Charity_R_Learn)  
or  
[LinkedIn at Charity Retail Learning](#)

Email us at [hello@thecharityretailacademy.co.uk](mailto:hello@thecharityretailacademy.co.uk)

# CHARITY RETAIL LEARNING

Delivered by:



Charity  
Retail  
Association®

Online and  
face to face  
training

Created by charity retailers,  
for charity retailers



*"I've now completed the course and want to say thanks. I very much enjoyed it and found the content really helpful. I now have lots of great ideas to look forward to implementing"*

Amanda Ashford, Shop Manager

*"The team at Wandsworth Oasis have really enjoyed and benefited from the training. It's been simple to access, great value for money and so good to be able to have a one stop shop for all my team's training needs"*

Iain Burnett, Head of Retail

# About us

**Charity Retail Learning is a brand new partnership providing online and face to face training to charity retailers.** The partnership was forged in 2021 between the Charity Retail Association and The Charity Retail Academy. As two separate organisations dedicated to dedicated to charity retail, we saw an opportunity to come together and provide low cost, relevant and accessible learning opportunities for the sector.

## The Charity Retail Association

is the primary membership association for charity shops in the UK. Its vision is a successful charity retail sector in the UK, actively promoted and supported by the Charity Retail Association.

## The Charity Retail Academy

was founded in 2020 as a direct result of the COVID pandemic. It is an arm of The Charity Retail Consultancy which was established in 2010 by Jayne Cartwright to help support charities with all aspects of their retail and trading operations.

## WHAT WE OFFER

Charity Retail Learning provides first class, charity retail specific training covering all you need to make your team stand out from the crowd.

## CURRENT COURSES COVER SUBJECTS INCLUDING:

 <b>HEALTH &amp; SAFETY</b>	 <b>VOLUNTEERING</b>	 <b>CUSTOMER SERVICE</b>	 <b>STOCK</b>	 <b>CHARITY RETAIL ESSENTIALS</b>
 <b>eCOMMERCE</b>	 <b>MANAGING RETAIL TEAMS</b>	 <b>ENGAGEMENT &amp; MARKETING</b>	 <b>WELLBEING</b>	 <b>DIGITAL SKILLS</b>

To browse the full list of courses currently available, visit our website at [www.charityretaillearning.com](http://www.charityretaillearning.com)

Most courses are short, interactive online sessions that learners can work through on a laptop, tablet or 'phone, making them really accessible for all staff and charity retail volunteers.

Exercises are included in the courses to help students apply and consolidate their new knowledge.

We deliver live webinars on a range of topics via Zoom. We also run longer face to face sessions either for individual teams or groups made up from multiple organisations.



## TRACKING LEARNING

We are able to provide you with a report of your teams' progress through the training, and their scores on our integral quizzes which are designed to check understanding. All students who pass the courses receive a certificate.

## FREE COURSES

We offer a number of free resources, including safeguarding, an overview of the sector history and current statistics and more. These can be found on our Free Courses page.

## NEW COURSES

We are always adding new courses to our site, so make sure you check in regularly to see what's new.

You can sign up to our newsletter to get updates direct into your inbox. Just drop us an email to [hello@thecharityretailacademy.co.uk](mailto:hello@thecharityretailacademy.co.uk) with "Subscribe" in the subject line to sign up.

If you want to see a particular course, or for us to create bespoke content for you and your team, please let us know - we're always happy to help.

## FREE TUTORIALS

We wanted to ensure the benefits of face to face learning are part of what we offer, so we provide free online tutorials for all our students. These are held each month and focus on a particular subject area, such as Volunteering or eCommerce.

The tutorials are hosted by the relevant tutor and provide a great opportunity for students to bring their questions and be part of a sector wide discussion.

## FACEBOOK COMMUNITY

We also offer free membership of our Charity Retail Learning Facebook group to all our students. This is a space for networking, sharing ideas, asking and answering questions in a supportive and open space.