

Volunteer Learning Refresh

Volunteer FAQ – Your Questions Answered!

1. What is the Learning Refresh?

The Learning Refresh is designed to keep you up to date with essential policies and best practices and help you to do your role. It helps us all stay safe, confident, and ready to make a positive impact.

2. Why do I need to complete it?

Your role makes a real difference—and staying informed helps you succeed. The refresh ensures:

- You're up to date on safeguarding, health & safety, and if required, data protection.
- You feel confident in your responsibilities.
- We meet important standards together.

3. How long will it take?

Each module takes around 20-30 minutes to complete so it's quick and easy—perfect for a coffee break!

4. How often do I need to do this?

- Health & Safety and Safeguarding: refreshed every 3 years.
We'll let you know when it's time to update your learning again.

- **Data Protection:** refreshed every year, but only if your volunteer role requires it – we'll let you know if you should do this learning.

5. How do I access it?

You'll receive an email with links to all the modules. However, there are other ways for you to complete the learning. You can choose the method that works best for you:

E-learning	You can access modules via easy-to-use links sent to your email and complete a simple Microsoft Form to register completion.
Video recording	You will be sent links directly to your email and please complete the Microsoft Form at the end to register completion.
Offline workbook	You can request to complete a workbook electronically or on paper.
Live webinar	The volunteering team will run live webinar sessions. The dates and times will be listed on the Volunteer Portal. You can request book via: volunteerlearningrefresh@alzheimers.org.uk
Group sessions	Your volunteer manager will let you know if they will be running in-person sessions.

6. Were volunteers involved in shaping the Learning Refresh?

Absolutely! We worked closely with volunteers to make sure the Learning Refresh feels relevant and helpful. They shared feedback on the content and experience, so what you see today reflects their ideas and suggestions. Your voice really matters—and we're grateful for everyone who helped make this better!

7. What if I don't have a computer or internet?

No problem! Contact your volunteer manager or call 0300 222 5706 and we'll arrange:

- Paper copies
- Phone or in-person support

8. What happens if I don't complete it?

Completing the refresh is essential for continuing your role. If it's not completed, we may need to pause your volunteering.

9. Who can I contact for help?

Email Volunteerlearningrefresh@alzheimers.org.uk

or call 0300 222 5706. We're here to support you!