

DUDLEY CANAL  
& CAVERNS

# WORK EXPERIENCE

Information Pack



# WELCOME

---

## A message from the Volunteer Co-ordinator

Hello!

Thank you for your interest in joining Dudley Canal and Caverns to undertake your Work Experience Placement. We are a charitable organisation who, for over 60 years, have been dedicated to ensuring that the tunnel and limestone caverns beneath Dudley remain open for our visitors to explore.

Our preservation story is just the tip of the iceberg as we protect over 420 million years worth of history, from the formation of the ground beneath our feet, right the way through to the Industrial Revolution.

This pack will provide you with all the information you need to decide if we are the right place for you.

If you are interested in undertaking work experience with us, please complete the form at the end of booklet and email it to the address below.

We look forward to welcoming you on board!

Rhianna Patterson  
Learning and Engagement Officer  
rhianna@dctt.org.uk  
01215576265



# WHAT YOU CAN EXPECT FROM US

---

Your work experience placement is a highly exciting and rewarding part of your education. It allows you to gain and develop skills you will use for the rest of your life, gain an understanding of the working world, meet new people and make important connections.

We may be a small organisation but we have a lot going on. We think it is important for you to experience as much of what we offer as possible. You will have a varied week with us, getting stuck in with our boat trips, helping out with our engagement activities, assisting in our gift shop and café and supporting our archives! Take a look at an example timetable below to see what you will get up to.

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Welcome and Induction	School Workshop	Tunnel Tots	Chit Chat	Mine Inspection
Lunch				
Archives	School Workshop	Shop	Cafe	Crewing

While you are on placement with us, you can expect the following from us:

- Be courteous and polite to you and treated with respect
- Let you know what role you will have and what tasks you will be allowed to do
- Welcome you on your first day and provide you with a full induction
- Provide supportive and helpful feedback
- Provide you with a mentor for the week who can assist and support you
- Give you training and instruction for any tasks you are asked to do

# WHAT WE EXPECT FROM YOU

---

We offer 1 week Monday - Friday placements for 15-18 year olds.

We would like to welcome anyone who has an interest in the work we do, who doesn't mind getting stuck in to every aspect of the organisation; from working outdoors, to admin.

While you are on placement with us, we expect the following from you:

- Treat all visitors, members of the public and staff with respect
- Be on time
- Be open to advice and helpful feedback
- Follow the direction of staff who are supervising you
- Ask questions and use the opportunity to learn
- Tell us if you don't understand something
- Only do tasks which you have been given permission and training to do
- Follow our policies and guidelines



# WHAT DOES WORK EXPERIENCE WITH DUDLEY CANAL AND CAVERNS LOOK LIKE?

---

## **Days**

As an organisation we operate 7 days per week in our high season (April-October) and 5 days per week in our low season (November to March, closed Mondays and Tuesdays).

If you are looking to complete a placement with us we would recommend you complete it in our high season as we have a lot more going on that you can get involved with. That being said, we can offer placements in our low season, however tasks will be adjusted to reflect our operational hours.


## **Hours**

Typically we work 8am-4pm or 9am-5pm, with a 30 minute lunch break. Those on placements will never be required or asked to work more than 7.5 hours per day, with most placement hours being 8:30am - 4pm, with a lunch break between 12:30 and 1pm.

## **Training**

You will be assigned a buddy for the duration of your placement. You will meet them on arrival on your first day and they will carry out your induction. You can contact them throughout the week at any point should you need anything.

As you will be working across a number of different departments, you will meet and spend time with lots of different people. For each department there will be a supervisor who will provide the training required to undertake each task. A brief overview of each department is on the following page.



# WHAT DOES WORK EXPERIENCE WITH DUDLEY CANAL AND CAVERNS LOOK LIKE?

---

## Departments and Operations

### **Skippers and Crew**

Our skippers and crew operate our boat trips. Each trip lasts 45 minutes and we run them at least hourly everyday we are open. Our Skippers drive the boats and our crew deliver the commentary and ensure passenger safety throughout the journey.

### **Engagement team**

We open our doors to the local community every week for a number of activities and groups. This includes our Tunnel Tots group which provides discounted, shortened length trips for our younger visitors and is followed by crafts in our café. We also have a Chit Chat group which aims to combat loneliness and provides a free hot drink and a friendly face.

### **Education team**

Our education team deliver workshops to visiting schools on a number of related topics including history, geography and science, using our extensive collection of objects and artifacts to provide a hands on experience for young peoples learning.

### **Shop**

As a visitor attraction, our gift shop sells memorabilia and souvenirs to our visitors as well as selling the tickets to our boat trips. They keep it well stocked, clean and tidy throughout the day.

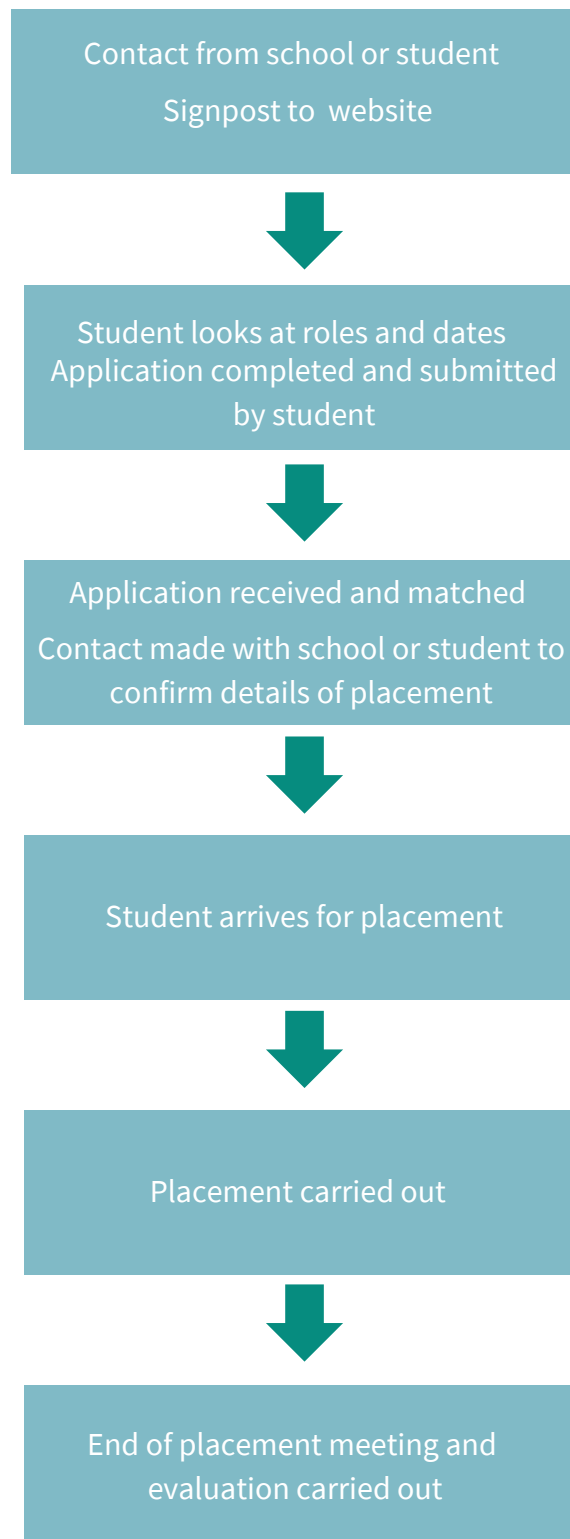
### **Café; front of house**

Our café provides hot and cold meals to our visitors. Our front of house staff take orders, replenish our grab and go items and keep the area clean and tidy.

# WHAT DOES WORK EXPERIENCE WITH DUDLEY CANAL AND CAVERNS LOOK LIKE?

---

## The Process



# EDUCATION WORK PLACEMENT ENQUIRY FORM

---

Name:

Email:

DOB  Age at time of placement:

## School / College /University Details:

Course Name/Qualification:

Course Tutor:

Tutor's email:

Course name:

School/ College / University Address:

Post code

## Placement details:

Proposed dates: start date:  end date:

Length of placement: *(number of hours/ days each week and number of weeks)*

Why would you like to complete work experience with Dudley Canal and Caverns?

Signed:  Date: