

## Find out more

If you think that you would like to volunteer for your local citizens advice bureau, then get in touch.

You can find your nearest CAB in a number of ways:

- Use the contact details below
- Look in the phone book under "Citizens Advice Bureau"
- Visit the Citizens Advice Scotland website - [www.cas.org.uk](http://www.cas.org.uk)

Your local CAB is:



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1st Floor, Spectrum House  
2 Powderhall Road  
Edinburgh EH7 4GB  
Tel: 0131 550 1000

[www.cas.org.uk](http://www.cas.org.uk)

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students  
make a difference  
feel the difference



## Make a difference - and feel the difference

Citizens advice bureaux offer free and independent advice on an amazingly wide range of issues! We deal with everything from consumer complaints and personal debt to welfare benefits and employment rights – and much, much more.

Over 80% of the people who keep each citizens advice bureau (CAB) in Scotland running are volunteers, helping many thousands of people each year.

### CAB volunteering boosts your prospects

As well as the satisfaction you'll get from knowing that you're making a real difference to people's lives, volunteering in the CAB can bring you other benefits.

### Skills and experience that's great for your CV

We know from our own experience that volunteering is good for your prospects – over a third of volunteers leaving the CAB service in 2004/5 went into paid employment<sup>1</sup>.

And a report published by Student Volunteering Scotland in 2006 confirms the career benefits of volunteering:

*"Graduates with experience in co-curricular activities such as volunteering are considered by employers to have above average skills in areas such as communication, teamwork and negotiation: all skill areas considered crucial by most graduate employers. Graduates with experience of student volunteering stand apart from the crowd."*<sup>2</sup>

### Good for all kinds of students

No matter what degree you're studying, volunteering in the CAB will help you gain essential, practical experience in your local citizens advice bureau that will enhance your future prospects. You will be able to:

- Develop your advocacy skills
- Improve your interpersonal skills
- Show you can work in a team
- Prove that your horizons are broader than your degree

Students of particular kinds of degrees, including law, social policy, social work, IT, marketing, business, politics and community education often find that CAB

<sup>1</sup> 2004/5 Bureau Characteristics Survey (2005), Citizens Advice Scotland

<sup>2</sup> Raising the Potential, Student Volunteering Scotland (2006), p6. For more info, visit [www.studentvolscotland.org.uk](http://www.studentvolscotland.org.uk)

volunteering can provide practical experience that is especially relevant to their courses.

We will be as flexible as possible in recognition of your study and exam commitments and make it as easy as possible for you to give your time and knowledge to the CAB and its clients.

And remember - no matter what role you choose in the CAB, we'll provide you with the training and support you need to fulfil it with confidence.

### Don't take our word for it!

Here's what some previous student volunteers in bureaux across the country have said about their time in the bureau.

- "I joined because one of my friends had told me it had really benefited her. I think they've given me a lot more than I've given them. It's given me a chance to work with clients before I become a solicitor."  
*Stephanie Lee Samphier (law student, Aberdeen University)*
- "I've learned a lot. It builds up your confidence, helps improve your people and teamwork skills. Being able to help people solve their problems is so worthwhile!"  
*Lynn Crawford (psychology student, Glasgow Caledonian University)*
- "I joined to expand my experience and knowledge. I enjoy the social contact with both clients and CAB workers. It's opened up my career horizons – I may even do advice work full-time when I graduate."  
*Paula Langley (finance and accounting student, Cardonald College)*
- "I wanted hands-on experience of problem-solving, and I also think bureaux are really well respected by the public and employers. I've found I've really enjoyed it – it's something I'd like to continue with. You feel you've made a difference to people's lives!"  
*Collette Barrett (law student, Edinburgh University)*

### What's on offer?

There are lots of ways in which you can make a difference – and reap the benefits – to your local CAB. Some of the roles performed by volunteers include:

- Advising clients
- Administration
- Fundraising
- IT support and development
- Management Committee membership
- Marketing and promotion

Contact your local bureau to find out more about what's on offer in your area.