Basic skills of the volunteer:

Being a member or guardian of various organisations

**Tasks associated with being a member of various organisations:**

* participate in voluntary work and other communal activities
* obtain information about activities
* cooperate with other members, coaches and managers
* attend meetings, both physically and online

**Reading**

* read messages and emails
* read signs and symbols
* read work schedules and attendance lists
* read messages
* read various information posters
* read product date stamps and use-by dates
* read product descriptions
* read recipes
* read guidelines for waste management
* read equipment manuals
* read social media posts
* read information in different channels
* read invitations and minutes of meetings

**Writing**

* write short messages to themselves or others
* record the cash register settlement
* write signs, posters or menus
* sign for, sign and verify forms
* write messages and emails
* write notes and assignments in connection with training
* write social media posts

**Oral skills**

* receive orders
* receive instructions from others
* talk to customers
* receive messages
* listen to and give oral reports
* talk on the phone
* talk to other volunteers about work tasks
* report acute incidents or accidents
* ask if anything is unclear
* report illness or absence
* suggest changes to assignments and working methods
* give instructions to other members or volunteers
* provide training to others
* participate in training

**Numeracy**

* count money when settling the cash register
* keep track of change
* use the four arithmetic operations
* read and follow simple recipes
* fill in timesheets
* convert units of measurement
* count and keep track of stocks
* assess mixing ratio when using detergents
* read temperatures and check that they are within the approved limits
* make estimates of quantities in connection with purchases
* measure quantities of ingredients when cooking
* check the date on various products and calculate their shelf life
* make estimates when paying
* keep track of events in a calendar

**Digital skills**

* use cash registers
* fill in information in cash settlement forms
* use a calculator
* use a scanner
* use various payment solutions
* send and receive messages and emails
* check meetings or appointments
* find forms online
* use various programs for training purposes
* use standard office software
* submit and receive lists of orders
* help customers with payment solutions
* use QR codes and barcodes as needed
* use various digital arenas for collaboration and communication
* use a smartphone and tablet with different apps relating to tasks