

I like: learning new skills



My Course:

Start Date:

Day & Time:

Tutor name:

Venue:

Phone: 0151 666 3330

Email: lifelonglearning@wirral.gov.uk



Welcome...

Welcome to Wirral Lifelong Learning Service

As Wirral Council's Adult Learning Service we offer free or affordable courses and workshops at venues across Wirral for people aged 19 years+.

Learning with us can help you:

- get a job
- help your children with their homework
- learn new skills
- get into volunteering
- prepare you for further education
- improve your chances of promotion
- get a qualification



What can you expect from our courses?

To improve your educational, economic and personal wellbeing through:

- great teaching from our professional and qualified tutors
- friendly, safe and engaging classes
- being treated with respect and fairness
- support and guidance to help you reach your goals
- learning new skills and knowledge
- information and advice to guide you through
- regular feedback and assessments so you know how well you're doing and how to improve

- opportunities to gain a qualification in some subjects
- help and information with choosing what to do next
- good links to work, volunteering and further learning
- promotion of British Values democracy, respect & tolerance, the law and individual liberty

Our courses are highly rated by learners and our partner organisations. If you've studied with us before, you'll know how friendly and supportive our staff are!

“ It's been a truly invaluable experience. ”

Catherine, Open Awards Gardening for Employment

Our learner stories

// Beginning my first computer course was a challenge, but now as I've progressed I'm really confident. I've written my own CV and attach it to all the job applications.



To me personally these computer courses have really helped and enabled me to achieve my goal of changing career. //

Peter attended: Easy Steps, Essentials in Computers, Getting the Most Out of MS Office and Functional Skills in IT (Full qualification)



// The course has also given me so much more confidence.

I'm already starting to apply for voluntary work in schools and have registered with a number of different supply agencies. //

Sara attended a Level 1 Open Award in: Skills for Further Learning & Employability - Becoming A Teaching Assistant

// It's about learning and studying so we can make informed decisions, rather than just listen to the latest fads and fashions. //



Parents from Bidston Village Primary completed Healthy Eating, Food Hygiene Certificate, L2 Peer Mentoring, L2 Mental Health Awareness, L1 Teaching Assistant and Healthy Living Food & Lifestyle

// In all, a seriously good course if you really want to learn. //

Foster Carers completed a 4 week course on ESafety

A Safe Place for Learning

Equality, Diversity & Safeguarding

We want everybody to enjoy their learning, feel safe and be treated fairly.

We promote the British Values of democracy, the rule of law, individual liberty and mutual respect and tolerance for everyone using our service - including staff and learners. We strive to be free of discrimination, harassment and victimisation.

We will challenge discriminatory behaviour or language, including any based on different cultures, religions, beliefs, disabilities, sexuality, race, age or gender.

Our tutors will always report concerns, which may then be shared with other organisations.

If you have any concerns please report them to a member of staff immediately or contact:

Fiona Bell

Email: fionabell@wirral.gov.uk

Tel: 0151 666 3304

Mark Whiteley

Email: markwhiteley@wirral.gov.uk

Tel: 0151 666 3334

Computer Usage and Safety

Computers at our centres are for learning purposes and must not be used for non-learning activity. We run online Safety courses - please ask for details.

Health and Safety

Your tutor will tell you about Health and Safety arrangements for your venue. This will include information about the location of fire exits, first aid kits, disabled access and toilets.

Certain courses or activities are risk assessed and your tutor will provide specific instructions and guidance.

All accidents should be reported to your tutor or a member of staff.

If you feel unsafe or have concerns about any venue we use, please speak to your tutor or a member of staff.

Smoking is not allowed in any learning venue.

Please switch mobile phones to silent during your lesson.

Prevent Duty

Prevent is the Government's strategy for stopping people becoming radicalised and being drawn into extremist or terrorist behaviour. It is about keeping people safe and being aware of what is happening in our communities.

You will see posters about Prevent in all our venues and your tutor will speak to you about staying safe.

Stay Safe

The government has issued this advice on the steps we can take to keep ourselves safe in the rare event of a firearms or weapons attack.

Remember the words:

	RUN Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then...
	HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...
	TELL Tell the police by calling 999.

Information is vital. If you see or hear something that could be terrorist related, trust your instincts and call the Anti-terrorist hotline on 0800 798321. Your call could save lives.

Always in an emergency, call 999.

Watch the Stay Safe film at:
npcc.police.uk/staysafe

Childcare

If you need childcare please speak to our Learner Communications Team on 0151 666 3330.

Learner Support

You will be asked about disability when you complete an enrolment form and you can choose whether or not you want to tell us about it. If you do have a disability or a learning support need, it is helpful if you tell us before you start your course so we can discuss your needs.

Celebrating Your Success

Your tutor will tell you about our annual awards event which is one of the great ways we celebrate success.



Learners who completed Open Awards Sewing Skills L2 received certificates from the Deputy Mayor as part of our Festival of Learning.

Learner Voice

You will be asked to give us feedback on your learning experience when you complete a course to help us improve.

We always welcome feedback to use in case studies or promotions and will always ask your permission before we use yours or a photograph of you.

Complaints

If you think you are being treated unfairly or if you wish to complain:

- Speak to your tutor or member of staff, or
- Call our Learner Communications Team on 0151 666 3330, or
- Email your concerns to: markwhiteley@wirral.gov.uk

We aim to solve problems and deal with complaints quickly and fairly. We will acknowledge all written or emailed complaints within 24 hours of receiving them. If we investigate the complaint we will send a full response in writing within two weeks.

Attendance

All learners should aim for 100% attendance to get the most from the course! If you cannot attend it's important to contact us on Tel: 0151 666 3330.

Awarding Bodies

All the qualifications we offer are nationally recognised. Our exam/ accreditation partners are Acentis and Open Awards.

Complaint or Appeal to Acentis and Open Awards

www.ascentis.co.uk

Tel: 01524 845 046

qualityassurance@ascentis.co.uk

<https://openawards.org.uk>

Tel: 0151 494 2072

customerservices@openawards.org.uk

LCR/ESFA complaints

www.gov.uk/government/organisation/s/education-and-skills-funding-agency/about/complaints-procedure.

Next steps...

Information Advice and Guidance

When you are thinking about doing a course with us or have enrolled on a course, our quality Information Advice and Guidance will help you

- make the right decisions about which course to do
- help you explore your next steps
- help you decide what to do when your course has finished

Speak to your tutor or one of our IAG support staff to find out how we can help you improve your skills, qualifications and prospects:

Tel: 0151 666 3330
lifelonglearning@wirral.gov.uk
www.wirral.gov.uk/schools-and-learning/adult-learning/

You can also contact the National Careers Service to talk about your options and next steps:

Tel: 0800 100 900
www.gov.uk/careers-skills-and-training

Employment Pathways

- Retail
- Working with children
- Care
- Security
- Construction

Volunteering

Volunteering is a great way to develop new skills and gain experience, while making a difference to people's lives.

There are lots of ways to get involved - from helping out in your local neighbourhood, to making a regular commitment to a charity group.

The Volunteering in Wirral website is a free online service where you can match your skills and interests with volunteering opportunities across Wirral.

- www.wirral.gov.uk/communities-and-neighbourhood/volunteering-wirral
- communityactionwirral.org.uk/volunteering-in-wirral

Progression

The benefits of learning can be life changing and your next steps can have a positive impact on you, your family and your community.

'... courses improve the life chances of learners from the most disadvantaged communities in the Wirral.' OFSTED 2018

Whatever you decide to do it is important to let us know so we can share the positive messages about learning. We will contact you around 6 weeks after your course has finished, please 'Opt in' on your enrolment form and tell us how you would like to be contacted.

// The course helped me gain a recognised qualification and has increased my confidence in my abilities. //



Mick left school at 17 and joined the British Army, where he served successfully for many years. Like many of today's veterans, Mick struggled to return to civilian life. He failed to secure employment in anything other than security work as he lacked qualifications and IT skills.

Initially introduced to Wirral Ways to Recovery as a client, Mick gained new skills which lead to him training as a volunteer.

Mick was instrumental in the setup of a new café which now also acts as a community hub and social supermarket, Nightingale Café, Birkenhead. He successfully completed the Food Safety Level 2 Course with Wirral Lifelong Learning and is now employed by the organisation as the Manager overseeing the day to day running of the café and supporting the staff.



// Without a doubt it's the best thing I've done I wish I'd done it years ago. //

Chris passed his L2 Functional Skills Maths. He told us: 'Maths had always stopped me becoming a teacher but through my work as a foster carer I realised I really wanted to become a social worker. To go to University I needed to do maths.

I felt awful and scared; maths had always been a thing for me after terrible experiences at school. That first day I was stood in the hall at the Lauries with that old sense of fear wondering how can I do a subject I hate? Jill (tutor) stuck her head round the door and said, 'Are you coming in?' That was it - Jill was brilliant!

I passed the exam and am starting a degree in Social Work at Chester University in September. I was awarded a certificate at the Festival of Learning Event; I could have skipped when the Deputy Mayor told me he hated maths too!

Useful Contacts

Wirral Lifelong Learning Service

Short courses for adults:
Tel: 0151 666 3330
www.wirral.gov.uk/lifelonglearning

Wirral Metropolitan College

A range of access to HE &
Vocational Courses
Tel: 0151 551 7777
www.wmc.ac.uk

Wirral 3L's

Leisure learning for over 50's
Tel: 0151 645 0066
www.wirral3ls.co.uk

Wirral Environmental Network

Local charity focused on all things
green, including gardening/
horticulture courses and much more!
Tel: 0151 639 2121
www.wirralenvironmentalnetwork.org.uk
email: info@la21.net

National Careers Service

National Telephone Helpline:
0800 100 900
www.gov.uk/career-skills-and-training

Community Action Wirral

Volunteering/mentoring & community
volunteering. Based in Central
Birkenhead.
Tel: 0151 353 9700
www.communityactionwirral.org.uk

Reachout

Job Search/ Employment skills for
Wirral residents. Regular Free drop in
sessions available at various
community locations. Book an
appointment on 0151 644 1100.
www.involvenorthwest.org.uk

Birkenhead 6th Form College

GCSE courses, Beauty related courses
and some leisure related courses.
Tel: 0151 652 5575
www.bsfc.ac.uk

The City of Liverpool College

Offering a large range of Further
Education courses.
www.liv-coll.ac.uk

West Cheshire College

Offering a large range of
Further Education courses
Tel: 01244 656555
www.west-cheshire.ac.uk

Job websites:

Indeed www.indeed.co.uk

Fish for Jobs www.fish4.co.uk

Total Jobs www.totaljobs.com

Reed www.reed.co.uk

DWP Find a Job

<https://findajob.dwp.gov.uk/>

Wirral Lifelong Learning supports adults to change their lives with first rung learning in a wide range of subjects and skills.

- Over the last 10 yrs 27,000+ adults have completed 46,000 courses across the borough.
- Classes are all over the borough in Birkenhead, Rock Ferry, Bromborough, in schools and with partner organisations.
- These classes help adults get into learning, work, volunteering, achieve qualifications, meet new people and move on in life.
- Lifelong Learning is a great pathway to help adults achieve their goals and overcome barriers to learning.
- OFSTED graded Lifelong Learning 'Good' in Feb 2018, we are an accredited provider for Information Advice and Guidance, Open Awards and Ascentis.

**For more details email: lifelonglearning@wirral.gov.uk
or phone us on 666 3330, or see our pages at
wirral.gov.uk/lifelonglearning**

