

# Wirral Lifelong Learning Service **Yearbook 2019/20**



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[www.wirral.gov.uk/lifelonglearning](http://www.wirral.gov.uk/lifelonglearning)



METROMAYOR  
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## Who are we?

We are the 'Lifelong Learning Service' Wirral Council's Adult Learning Service. We offer courses for adults (19+).

Our primary aim is to help adults with few, low or no qualifications back into the job market. When you learn with us you will improve your confidence, believe in your own ability, gain the skills and knowledge that employers are looking for.

We offer a range of high quality and affordable qualification based and community learning courses, and shorter workshop sessions (2-3hours) as an introduction to our longer courses. We also offer shorter workshop sessions (2-3 hours) to introduce subjects. If you've studied with us before, you'll know how friendly and supportive all of our staff are in meeting your needs. We are proud of our reputation.



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## What a year it's been!

In the 2019/2020 academic year, Wirral Lifelong Learning Service supported 1900 Wirral residents to attend courses in various subject areas at different levels.

Our learners have commented: *"My confidence is way up now"; "Made me see what I am capable of and helped me get a better job"; "Improved my sociability, made lots of new friends"; "Gave me my confidence back"; "Helped me see what I really wanted to do in the future"; "I'm looking at what I can do next, including going to college"*.

We are very proud of all their achievements and wish to celebrate their learning journeys in this yearbook.

However, 2020 has also offered challenges to our service; as a result of the Covid-19 pandemic, and due to government guidelines our face-to-face courses were suspended from March 2020. We were determined to support Wirral residents to progress with their learning so we responded by launching a new suite of online courses and workshops in a broad range of subjects from Maths & English, Digital Skills, ESOL, Mental Health & Wellbeing and more. This new approach to learning proved successful and allowed many Wirral residents to safely continue their learning from the comfort of their own home.

In May 2020, we were re-accredited to the Matrix Standard, demonstrating the high-quality Information, Advice and Guidance that we provide to Wirral residents.

Commenting on the award, Paul Smith, Head of Service, said: *"Achievement of the MATRIX quality standard demonstrates our commitment to working in partnership to support and enable Wirral learners to successful progress to further learning, employment and/or volunteering. The commitment of our tutors and staff in supporting learners during Covid-19 has been unquestionable with innovative approaches to learning identified by MATRIX."*

As we look forward to the 2020/21 academic year, we are excited to be able to offer a timetable of "Covid-19 safe" face-to-face courses back in our Wirral community venues, whilst also continuing with online learning provision for many courses.

Please visit our website for more details:

[www.wirral.gov.uk/schools-and-learning/adult-learning/wirral-lifelong-learning-timetable](http://www.wirral.gov.uk/schools-and-learning/adult-learning/wirral-lifelong-learning-timetable)

## About our courses

Lifelong Learning offers adults an opportunity to access a range of courses that are specifically designed to encourage and develop: a love of learning, new skills, self-development and personal growth, access to new subjects and basic qualifications in your chosen subject.

Courses are offered in short 'chunks' and usually are no more than 10 to 20 hours long. Some courses are offered at 2hrs a week for 5 or 10 weeks, whilst others may be a whole day. We try to vary how courses are offered to meet your needs. Most courses are held during the day, in line with schools' terms dates.

Workshops (one-off 2hrs) are available throughout the year in many subjects. These are designed to introduce the subject, help you meet the tutor and see if it's something you want to develop further. To find out when workshops are available in your subjects call the number above.

We work with a large number of partner organisations, many of which can help you progress. Your tutor will discuss with you a range of further possibilities - both in your chosen field/subject and in other areas or ask to speak to one of our Information, Advice and Guidance (IAG) team for a 1:1 discussion about progression.

## How much do the courses cost?

Many of our courses are free to everyone, but some have a fee.

For courses with a fee. If you are on an income based benefit or have a personal income of below £18,135 per year, there will be no cost for the course. You will simply need to provide proof of benefit to your tutor, when you enrol.

For those not on income based benefits, fees vary depending on length. Most 10 week courses are £149 (additional cost for a registration fee for qualification courses). Most 5 week courses are £30.





# Frequently asked questions

## **What can I expect when I join a course?**

- Great teaching from our professional, qualified tutors
- Friendly, safe and engaging classes
- To be treated with respect and fairness
- Support and guidance in reaching your goals
- To learn new things and add to your life skills
- 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, not all subjects)
- Information and help with choosing what to do next
- Good links to work, volunteering and further learning
- Promotion of democracy, respect & tolerance, the law and liberty.

## **What happens on the first session or enrolment?**

You will be asked to complete an Enrolment Form at the enrolment session or the first session of the course, or workshop. A requirement of the Equality Act 2010 is for Wirral Council to publish information about people using its services. You will be asked about your gender, race, disability, sexual orientation, religion, gender re-assignment, marriage/civil partnership. Please help us by completing this section of the enrolment form.

## **What Awarding Bodies do we use?**

In the 2019/20 academic year, our exam/accreditation partners were Ascentis, and Open Awards.

All the qualifications we offer are nationally recognised.

## **Is Learner Support available?**

If you have a disability or learning support need, it helps us to know before you start your course so we can discuss any arrangements you may need. You will also be asked about disability when you complete an enrolment form. You can choose whether or not you wish to tell us about a disability.

## **Will I have an opportunity to voice my opinion about the courses and my learning?**

Yes. In many and various ways, for example, we ask you to complete a feedback sheet at the end of your course. If we do a support visit with your tutor we will ask your group for your opinions. Your opinions are key to improving the experience for learners.

We always welcome additional feedback that we can use in Case Studies or promotions. If you have a story that can illustrate the impact our courses have had on you and/or your family - please help us record and promote the positive effects Adult Learning has and what it helped you achieve. We have found that often new learners are inspired and motivated by what previous learners have achieved. Help us tell your story to them. We will always ask your permission before we use a photograph of you.

## **How do you celebrate and acknowledge my achievement and success?**

We make sure everyone gets involved in their learning, and we treat all people as individuals, and consider learning needs in terms of the person. We believe that it is important to celebrate the successes of our adult learners, and we support and celebrate all learning, including holding qualification and awards events. Learners doing a qualification will receive a certificate from the appropriate awarding body.

## FAMILY LEARNING COURSES

**WIRRAL LIFELONG LEARNING** offers a selection of courses available through our **FAMILY LEARNING** programme. These are provided for parents and carers, they are designed to help with supporting your children in school and helping with both their education and personal development. Some courses are simply for the parents themselves, whilst others are designed so that the children join their parents in the second half of the session and the skills developed are applied. These courses are provided in partnership with primary schools.

### Examples of Family Learning Courses:

- Spelling Bee
- Family English
- Keeping up with your child's literacy
- Story Sacks Level 1 Open Awards
- Phonics
- Book Club
- Taster Workshops & Special Event Days
- English Pathway
- Family Maths
- Keeping up with your child's numeracy
- Lego and Domino Maths
- Supporting your child's Maths
- Maths Pathway
- Digital Skills
- Keeping Safe Online
- Food & Mood
- Timetables
- EAL Volunteers
- Sewing
- ESOL Stepping Stones
- Family Language - Me & My Family
- ESOL Pathway
- Healthy Living Level 1
- Food Safety and Hygiene Level 2
- Understanding Food Allergies and Intolerance Level 2
- Learning Champions
- Teaching Assistant
- Peer Mentoring Level 2
- Forest School
- Tent Tales

For further information, please contact the admin team:

**0151 666 3330** or June Vernon:  
[junevernon@wirral.gov.uk](mailto:junevernon@wirral.gov.uk)

## Maria

### English as an Additional Language Volunteers MEAS

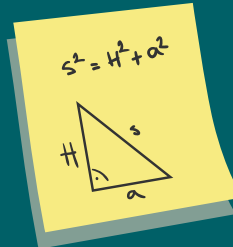
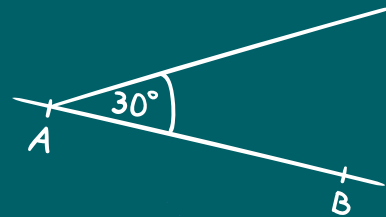


I moved to the UK from Sri Lanka in 2016, I spent a year at home before I joined an ESOL course at Wirral Met College. I felt lonely and it was very stressful as I didn't understand any English. I worked as a Public Servant in Sri Lanka and was not used to being at home. My son encouraged me to study

and I now feel confident and I have made new friends. I was introduced to the EAL Volunteers course whilst attending her ESOL Level 2 class. The 6-week course in Birkenhead Town Hall covered aspects of safeguarding and Health & Safety when volunteering with children. After attending the course, I volunteered in local schools where I supported families with written and verbal translations so they could communicate effectively with their children's schools. I have continued volunteering virtually during the Covid-19 pandemic; supporting families to work closely with their schools and keep up with home-schooling throughout lockdown. I would love to have the chance to gain part-time paid employment, but for now I am so happy to volunteer. I am lucky that I can support people; I understand the difficulties that children have, and I help to give them brighter futures. I'm completing a Level 3 Costume Designing course, I gained the confidence to do this through my volunteering.

# English, Maths & ESOL

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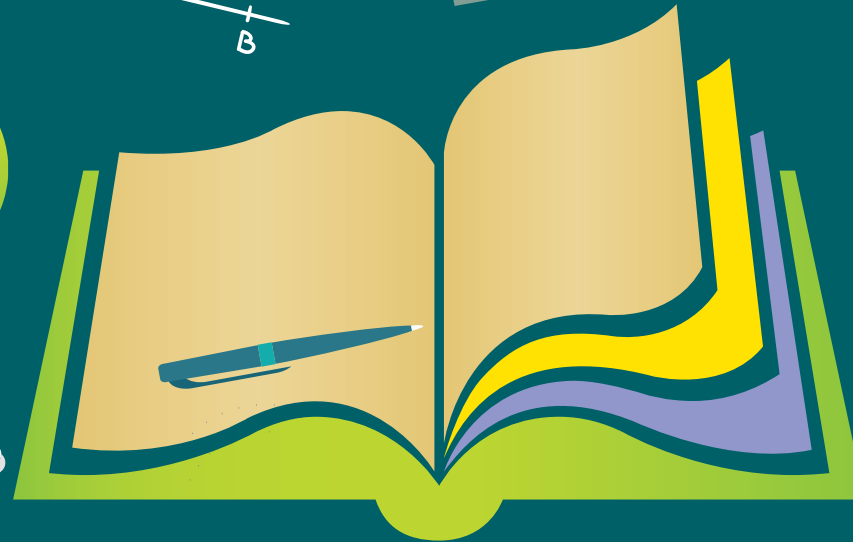


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$\pi$



/// I have really enjoyed the course as it has given me confidence in my ability and made me realise things are easier than I initially thought. It's also given me confidence working in a group and made me aware of what the next steps are to take. ///

## ENGLISH, MATHS & ESOL

**ENGLISH AND MATHS FUNCTIONAL SKILLS** courses are intended to help you improve and develop your skills and gain a nationally recognised qualification for work.

**IMPROVE YOUR MATHS AND ENGLISH** are offered as bridging courses designed to help you improve your confidence and understanding of practical English skills and/or sharpen your Maths skills. National qualifications in English or Maths are offered starting from entry level to Level 2. These units and awards are specifically designed to enable you to develop and improve different skill areas.

**ESOL (English for Speaker of Other languages)** courses are designed for people whose first language isn't English. They range from Pre-Entry (for those with no English Skills) to Entry level 3. National qualifications are available at Entry level 1, 2 or 3.

### Elena

#### ESOL Conversation Class Wirral Change and Online Learning course



Since arriving in the UK from Romania in 2014, I have used any free time that I have had to learn English. I graduated from the Faculty of Geography in Romania and worked for 6 years as an Environmental Inspector. I decided to put my career on hold to raise my 3 children, but I was spending all my time at home and my English was not improving. I started to attend a series of short courses to develop my English. After completing ESOL courses with Wirral Met College, I attended the EAL Volunteer course through Wirral MEAS team. Since completing the EAL course I have been volunteering in Wirral schools to support Romanian children and families to communicate with their schools and to improve their written and spoken English. Earlier in 2020, I completed the Teaching Assistant Entry Level 3 course with Wirral Lifelong Learning Service. This course felt like a natural step for me due to my experience in education. When I was an Environmental Inspector in Romania, I went into schools to help educate children about environmental projects such as recycling. This course was interesting for me as I could learn about the UK educational system and understand how to help my children. During lockdown I was concerned that my English skills would deteriorate. My Lifelong Learning tutor contacted me about an online ESOL Conversation Class and I jumped at the opportunity to join. This course meant that I could continue to practice English. My tutor is amazing; she gives us all a lot of information and confidence and always wants to help. My twin boys start full time education in September, so I plan to continue volunteering whilst undertaking more intensive courses to improve my English. My longer-term goal is to gain paid employment in an educational setting using my previous environmental knowledge to support children.



## Debbie

Ascentis English E2, E3, L1 & Maths E2, E3  
The Lauries Centre



I started with Wirral Lifelong Learning in 2016 to improve my English and maths because I had realised that to get a job I needed qualifications. The first time I came in I was very nervous, didn't know anyone. I came back because I realised it would

help me as a person as well as getting qualifications. Since I started I've passed Ascentis E2, E3 and L1 in English and maths E2 and E3. My goal is to pass maths L1 and English Functional Skills L2 - when I've done all that I'll be looking for a job, even part-time would get me going and get me back on track. As well as achieving qualifications I've changed, I wouldn't have been able to do all this in 2016. At that time I thought the other people in the class were better than me, I needed support in class and it was hard. Now I'm a lot higher than them because I carried on going, I don't have support in class, I didn't give up and I'm working towards L2! I'm a lot more confident, I've changed a lot and learned a lot. I would always put things off before because of my nerves. I'm in a different better place now. To anyone thinking of joining a class I would say, "The tutors are wonderful, they'll get you through. The hardest thing is turning up, I was dead scared, but the tutors are lovely, it's better than school. If I wasn't coming here, I'd still be way behind; I'm still working on English and maths, but I'll get there."

## Nadia

Introduction to Citizenship  
Wirral Change and Online Learning course



I came to the UK from Egypt in 2015 to join my husband a doctor at Arrowe Park Hospital. I was introduced to Wirral Lifelong Learning when I attended the Entry Level 3 Teaching Assistant course at Wirral Change earlier this year.

During lockdown I saw opportunities available for online learning courses and decided to enrol on the Introduction to Citizenship course. I was slightly apprehensive. I had fantastic support from my tutor, and it was easy to use. I now feel more confident using the computer. I want to continue my learning, and get more information, experience and knowledge. I attended the Citizenship course because I wanted to know more about the UK and local history of the Wirral. I had read a book about Citizenship, but it was difficult for me to understand. The course was useful and enjoyable. During lockdown I have been volunteering for Wirral Change, and have been able to offer beginner Arabic classes for children over Zoom and WhatsApp. I used the skills and confidence that I have gained through my own online learning to make this possible. I now plan to enrol on a Level 1 Teaching Assistant course and an Interpreting course in September.

## Ahmed

Introduction to Citizenship  
Wirral Change and Online Learning course



I arrived in the UK in September 2018 as an Asylum Seeker from Abu Dhabi. I was introduced to Wirral Lifelong Learning Service when I enrolled on the Entry Level 3 Teaching Assistant course at Wirral Change in January 2020. During lockdown I completed a 1-day Safeguarding workshop and

an Introduction to Citizenship course; both courses involved online learning due to the Covid-19 pandemic. The Citizenship course has given me knowledge about the history of the UK and Wirral. This course has been good for me as I hope to become a UK citizen in 2024. I knew about London but did not know about the area where I live. The experience of learning online was the first time in my life when I have had online classes. I can use my smart phone to attend the class. Everyone has been friendly and helped me to improve my life. I am very thankful. My long-term goal is to gain full-time employment. I have applied for some jobs recently and will soon be having video interviews; my experience with online learning will make this an easier process for me. In September, I plan to enrol for ESOL classes to further improve my English writing and speaking skills.

## Chris

### Open Awards L2 Maths - Functional Skills The Lauries Centre



I work as bank staff for the NHS and is a foster carer. 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 didn't miss any classes. On the day of the exam I was dreading it but the moment I looked at the questions I thought, "Easy, easy, easy!" I had to make myself slow down, I was quietly confident. Jill had instilled a confidence in me that was infectious. 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! Without a doubt it's the best thing I've done, I wish I'd done it years ago. Come in and do an Initial Assessment, see the teachers are not monsters - you might surprise yourself.

## Tabata

### ESOL Entry Level 3 Online



I arrived in the UK from Brazil in July 2018. I started ESOL classes in December and have progressed well in my classes and now I'm studying ESOL Entry Level 3. During the Covid-19 pandemic, I was determined to continue with my learning so I

started attending online ESOL classes. I was missing the classes and the opportunity for online learning was available. My classmates are very friendly, the teacher is very good, and I have learned more and more English - it helps me so much. The teacher is very clever, she teaches us in a way that is easy to understand. I wish to continue my studies online or live. I want to do the next level and I want to take some classes to develop my skills for a job. I want to know how I can transfer my qualifications from Brazil where I worked for 15 years in the National Health as a Psychologist. The National Health in Brazil has a wide range of people to help; I worked with people who wanted to stop smoking and with children who have autism - I would like to do similar work in the UK. I have started to work as a volunteer with Barnardos and this course helps me to do that. I have to speak English all the time there. Listening is easier than speaking and I find listening to the TV is easier than talking to people in the street.

## Sarah

### Functional Skills Maths Getting Started The Lauries Centre



I was just 2 weeks away from completing a 12-week 'Support your child with Maths' course at The Lauries with Wirral Lifelong Learning when lockdown was announced, and face-to-face courses were forced to temporarily stop. I never enjoyed

Maths at school. My daughter, who is in year 2, was bringing back Maths homework and I wanted to be able to support her and be positive about the subject. During lockdown, I was able to continue my learning online. My tutor supported me to identify gaps in my knowledge and focus on improving these areas. I joined a 10-week online 'Functional Skills Maths Getting Started' course. The course hugely helped - it gave me the confidence to help my daughter with home-schooling and I understood a lot more myself. I am proud of what I have achieved. I had a fear of the unknown, but I was surprised of my own abilities and I was better than I thought I was. I have actually enjoyed Maths! I'm now planning to take my learning to the next level in September by enrolling on a 'Functional Skills Maths' course with Wirral Lifelong Learning Service. I enjoyed the adult interaction that face-to-face learning offered, but equally I would be happy to continue learning online as it worked well for me.

# Computers & Digital Skills



/// I liked the fact that nothing was too hard but at the same time I felt challenged in a good way. ///

## COMPUTERS & DIGITAL SKILLS

Lifelong Learning offers a range of computer courses for learners of all abilities. For beginners:

**EASY STEPS** is the starter course for people who have no computer skills. This course is specifically designed to help adults get started - developing skills to become confident in using a computer.

**INTRO TO THE INTERNET** is the follow-on course from Easy Steps - again the intention is to introduce you to the Internet and help you understand just how it can be used to enhance your life - from shopping to communicating with family and friends.

If you are looking for a full qualification in **DIGITAL SKILLS AND COMPUTER USE**, we offer both Level 1 and 2 **FUNCTIONAL SKILLS IN IT**.

### FUNCTIONAL SKILLS IN IT

An exciting opportunity to gain a full qualification in IT that can be used for many purposes. The primary purpose of the Functional Skills ICT at Level 1 is to support your entry to employment or your development within employment/volunteering. The qualification is designed to help you develop your ICT skills in a practical rather than academic context.

#### Who is it for?

- Those without a GCSE in ICT looking to take their first ICT qualification
- Adults who want a formal IT qualification to further their employment prospects and boost their CV

#### What does this qualification cover?

To achieve the qualification you will be required to commit to approximately 45 hours of guided learning.

You learn to deal with ICT problems that will help you develop skills in representing, analysing and interpreting information.

Examples of the types of tasks you will work on include:

- Using ICT to plan and organise work
- Selecting and using software to meet your needs and solve straightforward problems
- Processing numerical data
- Displaying numerical data in a graphical format
- Entering, searching, sorting and editing records
- Using field names and data types to organise information
- Reading, sending and receiving electronic messages with attachments
- Understanding of the need to stay safe and respect others when using ICT-based communication

We offer a series of FREE taster workshops, where you can meet the tutor and discuss the qualification before enrolling on the full Functional Skills in IT award. For further details and to book a place phone 666 3330.

## Paul

### Microsoft Office and Online Selling courses Online learning courses

Working as a locum in the legal industry, I noticed an increased demand for me to complete my own administrative duties, so I enrolled on a Microsoft Office course with Wirral Lifelong Learning to update my I.T. skills. The course started before the Covid-19 pandemic and has continued throughout the lockdown period. I wanted to keep busy and learn new things during lockdown, which is why he decided to enrol on the 'Online Selling' course as well. I have several family members who sell online but I didn't know where to start. I wanted to explore what it was all about and learn something new. The course has broadened my horizons on the specialist organisations I can use to buy and sell online. I have a low patience threshold when it comes to computers, but the tutor was persistent and made me stick at it. I have learned new skills that will help in work and life. I would say to anyone else who is thinking about attending a course with Wirral Lifelong Learning I would totally recommend it without a shadow of a doubt - it is not like school at all and the tutors are personable and not at all intimidating.

## Shelagh

### Digital Skills Course Wirral Environmental Network



I was attending a gardening course with Wirral Environmental Network when I was introduced to Wirral Lifelong Learning. I was using my smart phone for everything. I did not have the confidence to use my laptop or tablet. I wanted to update my skills and use my devices more effectively. The Digital Skills course allowed me to identify my skills gaps and work on these areas. I have gained a thorough understanding of Internet Safety and Security. Since attending the Digital Skills Course, I feel more confident with technology. The new skills have been invaluable during lockdown for communicating with family and friends via Zoom, joining online exercise classes, writing poetry, and keeping diary records of the lockdown experience. My new found confidence in all things digital has meant I've able to upload and access my personal photographs and videos on my laptop. I have also become a participating member of an International writers' group on Zoom. The course has been a blessing and a great communication tool to stay in contact with people during the Covid-19 pandemic. I am no longer scared to ask for help. My future plan is to attend a digital art or music course.

## Madeline

### Functional ICT L1 & 2 The Lauries Centre



I saw the advert in the Wirral Globe for Wirral Lifelong Learning. I wanted to update my IT skills, but I wasn't sure what level I was at. I had lost my confidence after a long period of unemployment due to ill health. I attended a short Business Documents course. I stuck at the course, but I realised how many IT skills I had lost. Once I got my study head back on, I continued onto the ICT Level 1 course. After successfully completing the Level 1 course, I enrolled onto ICT Level 2. I was about to sit the exam when lockdown started; I hope to complete this in September. My long-term goal is to study towards an Open University degree course in IT and gain the Teaching English as a Foreign Language qualification. The course boosted my IT confidence which helped me to stay in touch with friends and family during lockdown. I have been able to communicate via social media and zoom, and it has given me some valuable knowledge of safety and security on the Internet. I would recommend the course to others, "Just turn up and give it a go, you will receive the support you need and overcome your barriers."



## What standards have to say

Recent OFSTED inspection Wirral Lifelong Learning Service were graded **Good**.

Over 2,000 students a year come to our courses making positive changes in their lives by gaining qualifications, getting jobs, becoming volunteers and doing more learning.

"Wirral Lifelong Learning Services response to the Covid-19 pandemic has been speedy, thorough and effective"

Matrix report 2020

"Staff commitment to the individual needs and well-being of learners, and to service and council priorities, was evident throughout the Review, with many examples of highly innovative and responsive developments.

The support they provide is much appreciated by learners, who commented repeatedly on how helpful staff had been in relation to their learning and personal issues"

Matrix report 2020

"Learners enjoy learning. They develop good and useful practical skills that help them progress"

OFSTED, February 2018

"Staff create a positive and inclusive learning environment in which learners are nurtured, feel safe and have respect for each other and their tutors"

OFSTED, February 2018

"Experienced and competent tutors have high expectations of learners and plan exciting and thought-provoking activities"

OFSTED, February 2018

"Courses improve the life chances of learners from the most disadvantaged communities"

OFSTED, February 2018

# Pathways to Employment



*// I wanted to get a job but knew my qualifications and experience would hold me back - the short workshop helped me sort out what I needed to take; the tutor was really helpful. //*

## PATHWAYS TO EMPLOYMENT

**WIRRAL LIFELONG LEARNING** is offering a series of short pathways specifically designed to help you get a job in your chosen sector:

The areas these 'Pathways' cover are:

Working as a **Teaching or Nursery Assistant**

Working in the **Care Sector**

Working in **Retail**

Working in an **Office, Construction or Security**

Working in **Warehouse and Distribution**

Initially we offer a FREE 2hr workshop in each subject that outline the sector, what skills and qualifications you need and gives you realistic options for the next step reaching your goal.

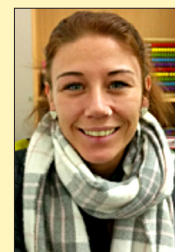
From these initial workshops we will give you information and support about how to move on to the next step - whether that be taking a qualification in the subject, developing underpinning skills, taking a higher level course at college or applying direct to employers we work with.

The initial workshops are running throughout the year, for more information and to book a place on the next workshop in your chosen area - just phone 666 3330.

## Rachael

### Open Awards Intro to Working with Children Intro to Care Sector

Bee Wirral



I first went to Bee Wirral at a time when I was struggling with anxiety and didn't want to do anything. Everyone is so lovely, there's no reason to feel shy or intimidated it's like a little family. I am usually outgoing but had lost my confidence, they built that back up for me. With support from the staff I enrolled on Lifelong Learning's Introduction to Working with Children and then the Introduction to the Care Sector. It's made me a happier person and I'm a better mum for it. After the courses, I became a volunteer at Bee two days a week. Now I volunteer every day running three of the groups and I'm glowing with enthusiasm. I feel like doing the courses and coming to Bee has made me the Rachael I used to be. I felt like I was angry all the time for no reason before, now my whole family is a little happier. No one judges anyone here and there's lots to do, I've done Cooking on a Budget, Shared Reading, Story Sacks, it's been amazing for me. I now encourage other people to come along and be part of this community. I've been offered paid hours at Bee, 6hrs a week as well as my volunteering. I feel great about it, I haven't had a job for about 7 years. I would like to be the leader of the Early Years Team, I need to work on my professional boundaries and see what other qualifications would be useful for me to do that. It's easier to do when you know people will support you and that's what Bee do. And to anyone thinking of doing a course I'd say, "Get up, there's nothing going to change from sitting on a settee, you have to do it."

## Paul

**Level 1 Construction and Health & Safety with CSCS card**  
The Lauries Centre

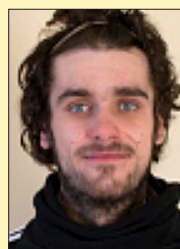


I enrolled for the L1 Construction and Health and Safety with CSCS card with, I had been unemployed since 2014. My ideal job was a hands-on role with no paperwork involved as my dyslexia makes paperwork difficult. Working on a construction

site would be great but I realised that I would need the CSCS card to do this. CSCS is the leading skills certification scheme within the UK construction industry. CSCS cards provide proof that anyone working on construction sites has the required training and qualifications needed for this type of work. My job coach at PLUSS told me about the course. I had seen other CSCS courses advertised previously but they were always too far away or at the wrong time for me. The course was perfect for me. I was offered learning support during the course because of my dyslexia and I only got 1 question wrong out of 59 in my exam! Paul successfully completed the Level 1 course and now has the CSCS card. He is working with his job coach to search for employment as a labourer on construction sites.

## Joshua

**Level 1 Construction and Health & Safety with CSCS card**  
The Lauries Centre



I had been unemployed for 8 months since moving back home to the Wirral. I had worked in kitchens for 4 years and was ready for a change. Since returning to the Wirral I decided that I wanted to find employment in a labouring role or as an industrial

cleaner. Reachout told me about this course through Lifelong Learning and I attended to help me to get back into employment. The course was good and informative, and the tutor explained everything well and thoroughly. The course is over 2 days which means it's a really quick way to get ready to work in the construction sector. The first day is theory and the second day is spent preparing for the exam in the morning and taking the exam in the afternoon. I successfully completed the course and now hold a CSCS card. This will enhance my opportunities to gain employment in the construction sector.

## Kim

**L1 Teaching Assistant, L1 British Sign Language and Open Awards Employability**  
Leasowe Millenium Centre



I completed my Teaching Assistant Level 1 Open Awards Employability Pathway with Wirral Lifelong Learning Service and after volunteering, now have a permanent full-time Teaching Assistant position at Leasowe Primary supporting Year 3. Lifelong Learning

has given me confidence and self-belief as I can feel naturally socially awkward. Working at Leasowe Primary feels like home and I have a good support network. I overcame my natural anxiety about meeting new people by going to Lifelong Learning's welcoming coffee mornings at the school. As my confidence grew, I attended the Teaching Assistant two-hour workshop at the school, which lead me to do the Open Awards Teaching Assistant Level 1 at our Leasowe venue. Next I enrolled on Open Awards British Sign Language Level 1 with the added challenge of travelling to Wallasey. I arranged a part time volunteering placement at Leasowe Primary, loved it and was soon doing 5 days a week as well as the school's walking bus scheme. I'm currently working full-time as a Teaching Assistant and studying for the Teaching Assistant Level 3 qualification.

## What our students have to say

**"My classmates are very friendly, the teacher is very good, and I have learned more and more English - it helps me so much. The teacher is very clever, she teaches us in a way that is easy to understand"**

Ascentis Entry Level 3  
ESOL qualification

**"I was ready to throw in the towel, but the tutor was enthusiastic and her 'can do' approach supported me to stick at it and gain self-belief"**

Introduction to online selling course  
during the Covid-19 pandemic

**"The course has 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"**

Level 1 Open Award Skills for  
Further Learning and Employability -  
Becoming a Teaching Assistant

**"I would definitely recommend the course; when I started the tutor put my mind at ease and made me feel comfortable. It was a friendly and supportive environment"**

Open Awards TA and L2 in Peer Mentoring



# Practical & Creative Skills



*“The courses have helped me enormously with my professional knowledge which has improved my gardening business. It's making a huge difference to me emotionally, mentally, socially and professionally.”*

## PRACTICAL & CREATIVE SKILLS

**GARDENING & HORTICULTURE SKILLS** these courses are specifically designed to help you develop practical and theoretical skills in all aspects of gardening and horticulture. The intention is to give you enough knowledge to progress and develop - either through developing your own small business or by having enough skills to apply for posts in this sector. The courses use the Open Awards awarding body and a certificate is provided for your CV and future employers.

**FLORISTRY SKILLS** these courses are offered through the Open Awards awarding body. They are designed to help you gain the basic skills and a theoretical understanding of this fascinating subject. The intention is to provide you with a good grounding in the subject that will increase your confidence and help you progress and develop.

**DESIGN A MOOD BOARD (FLORISTRY/SEWING)** this short intro course will enable you to construct mood and design boards that support and enhance your practical creative skills. The aim is to explore basic design processes so you can produce boards that stimulate new ideas and be a useful tool in interpreting commissions and presenting ideas in a professional way. The aim is to help you move on from developing practical skills to how to develop and show your creative side.

**SEWING SKILLS** these courses are offered through the Open Awards awarding body. They are designed to help you gain the basic skills and a theoretical understanding of this fascinating subject. The intention is to provide you with a good grounding in the subject that will increase your confidence and help you progress and develop.

**BRITISH SIGN LANGUAGE SKILLS FOR WORK AND VOLUNTEERING** is a 10 week course offered through the Open Awards awarding body. The aim is to give you good grounding in signing as well as an insight into how the language operates and the skills you need to develop and practice in order to progress.

## Jodie

### Open Awards Level 2 Sewing Techniques The Lauries Centre

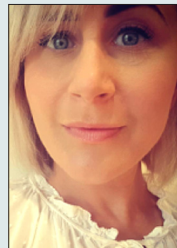


I originally enrolled on the 5-week Introduction to Sewing course to support my daughter who had an interest in sewing. However, the more I attended the course, the more I personally started to enjoy learning new skills. I went on to complete

the Open Awards Level 1 and Level 2 in Sewing Techniques and then most recently completed the Industrial Sewing course. The courses were challenging but I made lots of friends and on the last day of the course we all cried as we did not want it to end. I had worked in the food industry for 19 years and could now consider a much-wanted career change. My tutor told me about a job opportunity, at a local company called Survitec, working as an Industrial Machine Operative manufacturing PPE. When I got the news that I had been successful, I was over the moon. I couldn't believe it had happened! The role is great and totally different to working in a kitchen. I come home buzzing from work every day. My family have noticed how much happier I am. I identified some personal challenges with my written English during my course and I now plan to attend a Functional Skills English course in September. I would recommend Lifelong Learning to anyone as you can achieve so much in such a short space of time.

## Emma

### Floristry Level 1 and Level 2 St James Centre



I had previously worked as a Teacher and was having a career break to raise my two young children, when I became aware of the learning opportunities offered by Wirral Lifelong Learning Service. The reason why I joined the Floristry Level 1

course, I was looking for something different and creative. The more strings I could add to my bow, the better. After completing the Level 1 Floristry course at St James Centre in Birkenhead, I swiftly enrolled on the Level 2 course. I really enjoyed the course and I wanted to build on the skills that I developed in Level 1. I enjoyed having time to myself and it was nice to meet new people who have remained as friends. I am now working as a self-employed Florist. I work with both artificial and fresh flowers and I promote my business on social media and specialist wedding sites on the Internet. In future, when my son starts full-time education in September, I hope to invest more time and build my business up further. I would recommend the course to anyone and I would say, "Give it a go, you never know unless you try!"

## The Floristry Community Group

### Floristry Level 2 St James Centre



The Floristry Community Group has been set up by Wirral Lifelong Learning Service Level 2 Floristry learners. There were two classes of Level 2 Floristry students and they have come together to set up a community group. They were initially brought together to enter the Cheshire show

June 2019; they won the John Platt trophy for best endeavour. They were asked to provide arrangements for the In Bloom event and have been doing some Christmas Workshops with the public to raise funds for several charities at Christmas. Part of this will included providing table centres for Christmas day at Thomson mission and the Christmas meal for families at Ronald MacDonald House. They love working with flowers and have a passion for design. They know that it is not accessible to everyone due to the costs but they are volunteering their time to gain practise and keep their skills in use by doing events and workshops to benefit the community.

## What our students have to say

**"The course opened our eyes to what is happening in the world and what risks our children may be taking in all innocence. It has made us more vigilant when they are using their electronics... Stay Safe!"**

E-safety for Foster Carers -  
a 4 Week course

**"I work in the British Heart Foundation charity shop and a few weeks ago, a deaf lady came into the shop to arrange a pickup of furniture from her dad's house.**

**As a result of having done the BSL course, I was able to ask her name, find the address, check what day and time she wanted it, none of which I would have been able to do if I had not done the course"**

Level 1 Open Awards Introduction to BSL

**"These sewing courses are ideal for me. They're in the day, just the right length and put on at ideal times for me to sort out my childminding and arrange my shift pattern"**

Level 1 Open Awards in Sewing Skills

# Skills for Volunteers



*/// The course has boosted my confidence – and made me realise that I have lots of skills to help me make a real difference to my local community. ///*



## SKILLS FOR VOLUNTEERS

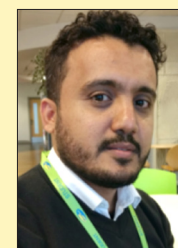
We offer adults an opportunity to access a range of courses that are specifically designed to encourage and develop volunteers. The courses extend the skills needed to volunteer successfully so volunteers are well prepared for the roles they undertake. Most of these courses are provided in response to requests from groups and organisations. And therefore not advertised to the public. If you are interested in any of this provision please contact us and we can advise you regarding courses you could attend.

### Some of the courses we offer include:

- Literacy Buddies
- Maths Champions
- ESOL Buddies
- British Sign Language for volunteering workshop
- Equality and Diversity - workshop, short course or L1 qualification
- Food Allergy Awareness / L2 qualification
- Food Safety workshop / L2 qualification
- Health and Safety
- Healthy Living Award Level 1 or Level 2
- Food Hygiene
- Introduction to British Values / Understanding British Values Award
- Introduction to becoming a Teaching Assistant; workshop, short courses or qualification
- Introduction to Peer Mentoring; workshop, short courses or qualification
- Introduction to Retail Skills - workshop, short courses or qualification
- Introduction to Volunteering - workshop, short course or qualification
- Mental Health & Wellbeing workshop or qualification
- Safeguarding for volunteers
- Update your Digital Skills - using apps, social media, and internet safety

## Khaldon

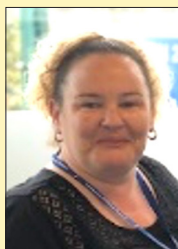
### English as an Additional Language Volunteers MEAS



I was studying ESOL at Wirral Met College in 2017 having moved to the UK from Equador. Anna from the MEAS (Minority Ethnic Achievement and Support) came in to tell us about the EAL volunteer course and I decided to do it. I am originally from Yemen, I studied medicine in Cuba on a scholarship and specialised as a GP having been awarded the gold certificate for high achievement. When I met my wife, I was working as a GP in Equador on a permanent contract with permanent residency, she was a doctor in the UK so I moved here. I had studied English but needed to improve. I spent a lot of money on English courses and it was very difficult. A friend recommended ESOL courses in WMC, this led to the EAL course with Lifelong Learning. The EAL is an amazing course it's one of the things that has changed my life. It was very interesting; I learned a lot from it and it's still helping me now in my job. After the course I volunteered at Bebington High School for six months, it was an excellent experience. My tutor told me Wirral Multicultural Organisation were looking for someone with the EAL qualification, I had an interview and got the job. I have been working there 12 hours per week since May 19. I like the team spirit; I feel happy when I sort out client problems. I have already recommended people to do this course. It is an amazing course, I got a lot of information, it was easy to remember. As a volunteer and employee I practice all the information I learned: safeguarding, confidentiality, listening skills, it's all very relevant to me. We learnt so much without even realising. I would like to work more if I could, I'm on an interpreting course so I'm busy. I have more study to do to convert my qualifications but that will take a year or two.

## Paula

### Teaching Assistant Level 1 Leasowe Primary School



I completed my Teaching Assistant Level 1 qualification with Wirral Lifelong Learning, and now have a permanent full-time TA position at Leasowe Primary School supporting children with Special Educational Needs (SEND). For years I have just been a mum, but with the support of Wirral Lifelong Learning and the team at Leasowe Primary, I am a person again. It has given me my life back. The course gave me the confidence to arrange a part time volunteering placement at the school. I was only supposed to volunteer for 2 days a week but loved it so much I was there every day. I'm a busy mum of five children, three with additional needs. As a new parent to the school, I went to the Thursday Coffee Mornings and then I attended the Teaching Assistant 2hr workshop which led me to enrol on the Open Awards Teaching Assistant Level 1 course in Leasowe. I completed the course in March 2019, achieving something that I never thought I could be able to do; I now work at the school full time. Being able to do something for myself and complete it, boosted my self-esteem.

## Vicky

### Open Awards Level 2 Peer Mentoring Next Chapter CIC



My passion is to gain voluntary or paid employment in a role where I can support people to enrich their lives and overcome their challenges. I recently completed a Teaching Assistant course at Next Chapter CIC when the opportunity arose to enrol on the Level 2 Peer Mentoring course. I was at a crossroads in her life not knowing what to do next, this course opened up a different world to me in relation to mentoring. I have had first-hand experience of poor health and trauma in my life and at times I didn't know where to go or who to turn to. This course has given me the skills and knowledge to offer support to others who may be going through similar experiences. I attended several face-to-face classes before the Covid-19 pandemic hit, after which a new way of learning quickly began. It was great to be in a class environment and meet people, but when lockdown started the tutor encouraged us to complete the work at home with lots of guidance and support. I often struggle with anxiety in a group situation, but it wasn't a problem for me. I would definitely recommend the course; when I started the tutor put my mind at ease and made me feel comfortable. It was a friendly and supportive environment.

## Neil

### Open Awards Level 2 Peer Mentoring Next Chapter CIC



Since becoming unemployed 6 years ago due to medical reasons, I was keen to build up my learning portfolio to help me move forward and change my career. I had successfully completed ICT Level 1 and 2, and Introduction to British Sign Language Level 1 with Wirral Lifelong Learning Service and was ready for my next step. The opportunity came to enrol on the Peer Mentoring Level 2 course based at Next Chapter CIC. Unfortunately, whilst I was on this course, face-to-face learning had to stop due to the Covid-19 pandemic, but through the offer of virtual support from my tutor and my determination, I was able to complete the course remotely. I plan to continue to build my confidence and take my next step by volunteering with a view to gaining paid employment in the future. I want to work in a role where I can give something back to my community. I would recommend Wirral Lifelong Learning Service, all the courses that I have attended have been relaxed and fun. It is natural to be nervous, but once you make the first step you will want to come back all the time.

## Syrian resettlement scheme

Through the Government Syrian resettlement scheme, Wirral has a total of 141 people, 33 families, who have been resettled here. Many were in desperate need of assistance: women and children at risk, people in severe need of medical care, survivors of torture and violence and PTSD.

Wirral Lifelong Learning is working with Refugee Action, DWP, Wirral Strategic Housing and Investment, Wirral Multicultural Organisation and Wirral Change to support the refugees.

Our ESOL (English for Speakers of Other Languages) classes enable families and individuals to learn the language, integrate successfully into British life and provide future opportunities for volunteering and work.

### About people

Many of the learners have no spoken English at all, this means they are starting from the very beginning with all aspects of the language including learning the Latin alphabet. We know that some learners had no formal education in their homeland so have the added challenge of being illiterate in their native language.

We assess their English as soon as they arrive to class to determine their individual starting points, we can then signpost them to the class which is most appropriate for them. All of the refugees who are 19+ years have to attend 8 hours of ESOL classes a week most of which is at Wirral Change. They are following accredited curricula which lead to Ascentis qualifications.

### Enrichment

It is important that the teaching and learning is real and equips our learners for everyday life. Classes include enrichment activities such as shopping, visiting local free attractions, family days out, allotment visits where learners can practice their English and also become more familiar with the area. Something which may seem obvious to us like crossing the road safely at a pedestrian crossing, is new to many of the learners.

Tutors took the group to Birkenhead Park to practice giving and getting directions, identifying items in the park and buying tea and coffee in the café – and more importantly to have fun!

### Success in learning

Whatever level they are at, our learners work towards national accreditation through Ascentis in three areas: Reading, Writing, Speaking and Listening. The results have been outstanding; since the project started 232 qualifications have been achieved by the cohort.

Our annual adult learning event held at Birkenhead Town Hall provides a great opportunity to celebrate their success with other learners. For many adult learners this will be the first qualification they have achieved, it is a really special event shared with family, friends and tutors with awards presented by the Mayor of Wirral.

Our learners have gone on to higher level courses with us and Wirral Metropolitan College, become volunteers at Wirral Change/ Callister Allotment, gained bus driver's licence, gained part-time or in some cases full-time work in restaurants, cleaning companies, local factories. They have been proactive in making the most of the opportunities which being in the UK and learning English has brought them despite the difficult circumstances they came from.

## Impact

Members of the group visited the Priory Primary School to speak about their experiences as refugees, the children from the school wrote them letters after the visit. More confident members of the group have also visited Prenton Primary and Manor Primary to talk about their experiences.

Families have attended lots of activities at Wirral Change which has promoted integration within the local community.

## March 2020

All of our face to face courses were cancelled due to the Covid -19 virus. Tutors and learners had to adapt quickly to the lockdown and, in a steep learning curve, all courses moved to virtual platforms in April.

The sense of community and helping each other is strong; tutors worked hard to stay in touch with the learners to ensure messages about staying safe were understood by adapting lessons, sharing resources, translating posters to Arabic.

Special thanks go to our Syrian ladies who, with the help of a tutor who downloaded instructions from Youtube, are sewing face masks to donate to the NHS.



[www.wirral.gov.uk/lifelonglearning](http://www.wirral.gov.uk/lifelonglearning)



**METROMAYOR**  
LIVERPOOL CITY REGION

