

Wirral Lifelong
Learning Service

Learner Information
2023-24

Ofsted
Good
Provider

I like: learning new skills



For more details email: lifelonglearning@wirral.gov.uk
or phone us on 0151 666 3330

 **WIRRAL**

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

My Course:

Start Date:

Day & Time:

Tutor name:

Tutor email:

Venue:

Please contact us to tell us if you cannot come to your class

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:

- improve your health and well being
- 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?

- 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!

“ I have always wanted to explore my creativity more and I've found that by doing art based classes has really helped with my mental health & anxiety issues & increased my confidence. ”

*Carol,
Level 1 & 2 Sewing*

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:

Email: lifelonglearning@wirral.gov.uk

Tel: 0151 666 3330

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 tell you about these.

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 789321. 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 Admin 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.

Hygiene Bank

We are a community partner for the Hygiene Bank which provides free shampoo, deodorant, toothpaste for those who need it. Please ask your tutor for more info.



Travel Support

Some learners may qualify for travel support, you must live more than 2 miles from the centre. Please speak to your tutor.

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 Business Support Team on 0151 666 3330.

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 or email: lifelonglearning@wirral.gov.uk.

Awarding Bodies

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

Complaint or Appeal to Ascentis and Open Awards

www.ascentis.co.uk

Tel: 01524 845 046

qualityassurance@ascentis.co.uk

<https://openawards.org.uk>

Tel: 0151 494 2072

customerservices@openawrds.org.uk

LCR complaints

Email: aeb@liverpoolcityregion-ca.gov.uk

Post: Liverpool City Region Combined Authority, Adult Education Budget Commissioning Team, No 1 Mann Island, Liverpool, L3 1BP Mann Island, Liverpool L3 1BP.

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 include:

- Retail & Hospitality
- Working with children (teaching assistant and Early Years)
- Starting a Micro-business
- Construction
- Sewing / alterations / upcycling
- Working outdoors / environmental / horticulture
- Volunteering

- Peer Mentoring
- Food outlets and hygiene
(subject to change)

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.
<https://wcv.s.org.uk>

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

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.

When, Who and What's in it for you?

When and who to talk to

What will we be able to tell you/

At the start

Administration Team
Teaching & Learner Support Staff
Managers



Basic Level of Information

- Current WLLS timetable, know 'What's On'
- Know about the courses, find our web pages
- Signposting to correct course and possible options
- Knowledge of internal and external progression routes, documents eg local employers, networks, community groups, church groups, other providers eg 3L's, What's Next events
- Volunteering options
- Employment clubs

On your course

Teaching Staff



Wirral Lifelong Learning Information

- Tutors get to know what you want to do and record it on your Personal Learning Record (PLR)
- Individual discussions about progression options, listening exercises, plenary activities
- Use Progression Pathways to decide your options
- Make links to employment/volunteering opportunities
- Information about the use of libraries, work experience, progression options
- Information about National Careers Service
- Share ideas for progression amongst peers
- Meet guest speakers/colleagues who will provide progression options
- Meet Growth Company staff during your course for progression

On your course

National Careers Service (NCS)
Information & Guidance (IAG) staff



Professional Advice and Guidance

- NCS leaflets explain the offer
- NCS website
- Growth Company IAG specialist workers
- They offer 1:1 guidance and support in

help you with?

On' pages and information on social media
ble progression routes
gression options - Progression Pathways
s, community groups, youth groups,
Wirral Multicultural Centre, partners,

tion Service and Initial Advice

hieve and do next. These are recorded
and reviewed and discussed regularly.
n through icebreakers, speaking &

ur next step options
options
bsites and local papers for

vice and other courses
ers
ill talk to you and your class about
ur course to discuss your options

e Service

can speak to you and your class
depth careers guidance

Benefits to you...

You know you are on the right course at the start and are more likely to stay and succeed.

If you are not on the right course you will be redirected.

You can start to think about what this course might lead to.

Opportunities to discuss progression opportunities throughout your course.

Progression pathways show internal next steps choices with us and our partners.

Explore your options whilst still on your course.

Ask for specialist advice and guidance.

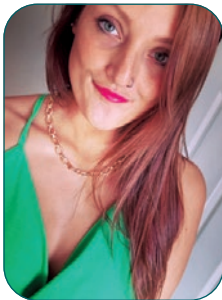
Specialist guidance to help you decide what's next for you. It's free and you can use it anytime whether you are on a course or not.

Our learner stories

// I have been able to combine my established teaching skills with my new floristry skills in order to explore a new career direction at 62 years old. //



Ann attended:
Level 2 Floristry



// Adult Education has given me the belief that it's never too late to improve and change your life to make it brighter. Regardless of previous life challenges, we are more capable than we think. //

Emma attended:
Small Changes, Big Impact,
Level 1 Safeguarding,
Level 2 Mentoring



The volunteers at Emmanuel Church in New Brighton look after visitors to the church providing refreshments, it can get busy at Christmas and Summer Fayres. They are pictured receiving their L2 Food Safety certificates.

// We wanted to do the qualification to make sure we were doing everything right in terms of hygiene for visitors, and any future events. //

// Some of these learners had been volunteers for a long time but were willing to take on new ideas that would help the church and ensure everyone was looked after. We talked about options for further learning like Identify and Controlling Allergy Risks in Food, but we will decide that together. //

Tutor (pictured 2nd from right)

// I thought the course was going to be boring but it was jolly, not too serious. I felt elated to pass. We've got 11 of us who can now cover the kitchen prep area. If you're going to do something, it's good to do it properly. //

Colin (pictured far right)

// The EDSQ course offered a diverse range of skills in many areas of modern technology and has boosted my confidence for immediate use and for my future prospects. //

Elaine attended:
Essential Digital Skills
Qualification (EDSQ)

Keeping Healthy, Staying Healthy

Please keep up the good habits we all followed during Covid lockdowns:

Hygiene

Handwashing

It is important that you wash your hands regularly and thoroughly. Soap and warm water will be available in all our venues, and hand sanitiser will also be available for you to use in the classrooms.

Cleaning guidelines

The tutors and building cleaning staff will clean and disinfect surfaces and common touch points before and after each class and throughout the day.

Catch it, Kill it, Bin it

Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Ventilation

We will ensure that the classroom is well ventilated and that a comfortable teaching environment is maintained.

Mental Health & Wellbeing

Your well being is important to us. Learning is a good way to stay healthy. If you are feeling anxious or uncertain, please speak to your tutor.

Our learners



//
The course was good.
You can listen,
do presentations,
and learn more
information. //

Olena has a medical education background from Ukraine. She recently moved to the UK with her son. When Olena arrived she struggled to understand people. She worried about interacting with people in public and not being able to talk with them; wanting to improve her speaking and listening, Olena enrolled on a course with us.

Olena is now more confident speaking with others and at home and she is helping her son with his English. With her medical background, Olena is hoping to get a job in a similar field, and to do this she wants to further improve her English. She told us,

//
If you want a good job, you need good English. //

Olena continues to study English with us so she can keep on improving her skills and find employment. She attended our Care Career session in December to find out more about the sector which was 'very helpful'.

She is optimistic for her career future and has gone on to complete courses including: Flower Arranging on a Budget, Intro to Care, E2 ESOL.

Useful Contacts

Wirral Metropolitan College

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

Wirral Environmental Network

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

National Careers Service

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

Reachout

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

The City of Liverpool College

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

Households into Work

Support for people living in households across the Liverpool City Region, who because of their circumstances have difficulty finding and sustaining employment. You must live in the Liverpool City Region, be aged 16 years+, be unemployed, and be willing to join the programme.
email: hiw@liverpoolcityregion-ca.gov.uk

Wirral Info Bank

A directory of local care and support services, community resources, activities and information.
www.wirralinfobank.co.uk

Talent Match

A programme which helps to develop real skills and open up opportunities for young people 15-29yrs in Wirral, Halton and St Helens who have been out of work, training or education for 12 months.
Tel: 0151 702 0700
email: talent.match@mya.org.uk

Family Toolbox

Available to all Wirral's parents and carers looking for support for their families. It aims to make resources and support more readily available, putting the power right in the hands of families to work out what you want to change, and what steps you want to take to do that.
www.familytoolbox.co.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 12 years 30,000+ learners have completed courses across the borough.
- Classes are all over the borough in community venues, in schools, online 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

Call: 0151 666 3330

Visit: wirral.gov.uk/lifelonglearning

 [WirralLifelongLearning](https://www.facebook.com/WirralLifelongLearning)

 [@LearningWirral](https://twitter.com/LearningWirral)

 [WirralLifelongLearning](https://www.instagram.com/WirralLifelongLearning)

