

# I like: learning new skills



For more details email: [lifelonglearning@wirral.gov.uk](mailto:lifelonglearning@wirral.gov.uk)  
or phone us on 0151 666 3330 or 07789 922542

# Welcome...

**My Course:**

**Start Date:**

**Day & Time:**

**Tutor name:**

**Venue:**

**Phone: 0151 666 3330 or 07789 922542**

**Email: [lifelonglearning@wirral.gov.uk](mailto:lifelonglearning@wirral.gov.uk)**

## 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 easier to do when you know people will support you.**

*Rachael, Open Awards - Introduction to Working with Children and Introduction to Care Sector*



# 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](mailto:fionabell@wirral.gov.uk)

Tel: 0151 666 3304

### Mark Whiteley

Email: [markwhiteley@wirral.gov.uk](mailto: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:

	<b>RUN</b> Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then...
	<b>HIDE</b> 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...
	<b>TELL</b> 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](http://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.

# Next steps...

## Information Advice and Guidance

### 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](mailto: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](http://www.ascentis.co.uk)  
Tel: 01524 845 046  
[qualityassurance@ascentis.co.uk](mailto:qualityassurance@ascentis.co.uk)

<https://openawards.org.uk>  
Tel: 0151 494 2072  
[customerservices@openawards.org.uk](mailto:customerservices@openawards.org.uk)

### LCR/ESFA complaints

[www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure](http://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure).

### 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](mailto:lifelonglearning@wirral.gov.uk)  
[www.wirral.gov.uk/schools-and-learning/adult-learning/](http://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](http://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](http://www.wirral.gov.uk/communities-and-neighbourhood/volunteering-wirral)
- [communityactionwirral.org.uk/volunteering-in-wirral](http://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.

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

## When and who to talk to

## What will we be able to tell you/help you with?

## Benefits to 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 and information on social media
- Initial and interim signposting to correct course and possible progression routes
- Knowledge of internal and external progression options - Progression Pathways documents eg local employers, networks, community groups, youth groups, church groups, other providers eg 3Ls, Wirral Multicultural Centre, partners, What's Next events
- Volunteering options
- Employment clubs

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.

### On your course

Teaching Staff

### Wirral Lifelong Learning Information Service and Initial Advice

- Tutors get to know your aspirations & ambitions. These are recorded on your Personal Learning Record (PLR) and reviewed and discussed regularly.
- Individual discussions about progression through icebreakers, speaking & listening exercises, plenary activities
- Use Progression Pathways to decide your next step options
- Make links to employment/volunteering options
- Information about the use of libraries, websites and local papers for progression options
- Information about National Careers Service and other courses
- Share ideas for progression amongst peers
- Meet guest speakers/colleagues who will talk to you and your class about progression options
- Meet National Careers Service staff during your course to discuss your options for progression

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.

### On your course

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

### Professional Advice and Guidance Service

- NCS leaflets explain the offer
- NCS Website
- NCS Guidance worker can speak to you and your class
- They offer 1:1 guidance and support in depth careers 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 enrolled on the Peer Mentoring Level 2 course.

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. //



Neil attended:  
Open Awards Level 2 Peer Mentoring



// 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. //

Shelagh attended:  
Digital Skills Course online

// I like everything about the class, the teacher, my friends and learning. I want to learn English to understand everybody, help my children with their schoolwork, get a job. //



Lifelong Learning is working with Refugee Action, DWP, Wirral Strategic Housing and Investment 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.

// The course was good and informative, and the tutor explained everything well and thoroughly. //

Joshua attended:  
Level 1 Construction and Health & Safety with CSCS card

# Prevention of COVID-19 Guidance

## 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.

## Travelling to Classes

### Public transport

- You must wear a face covering on all public transport.
- Be aware of surfaces you touch and be careful not to touch your face.
- Maintain social distancing (where possible) including at busy entrances, exits, bus stops and platforms.
- Once you have completed your journey, wash your hands as soon as possible.

### Sharing a vehicle

- Share with the same person or people.
- Avoid touching your face.
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.
- Before entering and after getting out of the vehicle wash your hands.
- Regularly clean your vehicle, where contact may have occurred with any surfaces such as door handles or window controls.

Using your own transport, walking, and cycling will reduce contact with other people.

## Resources

- We will give you your own notebook, pencil, and pen. You must take this home each week and bring it back to each class.
- You must not share pens, pencils, or any resources with your class friends
- Where possible - required forms, paperwork and resources will be available online.
- If you are attending a course where you use equipment such as sewing machines, computers etc. your tutor will ask you to wipe down the equipment at the start and end of each class. All cleaning materials will be provided.

## What to do if you feel unwell

You must self-isolate at home and not attend your class if:

- You have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste).
- You're waiting for a coronavirus test result.
- You've tested positive for coronavirus (this means you have coronavirus).
- You live with someone who has symptoms, is waiting for a test result or has tested positive.
- Someone in your support bubble has symptoms, is waiting for a test result or has tested positive.
- If you're told by NHS Test and Trace that you've been in contact with a person with coronavirus.

## Our students

// The EAL course has given me opportunities. It is a very important course and it has improved my knowledge. //



When Maria moved to the UK from Sri Lanka in 2016, she spent 1 year at home before she joined an ESOL course at Wirral Met College. She explained, "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."

Maria discovered the EAL Volunteers course whilst attending her ESOL Level 2 class with us. After attending the course, Maria volunteered in local schools where she supported families with written and verbal translations so they could communicate effectively with their children's schools. She has continued virtually during the Covid-19 pandemic; supporting families to work closely with their schools and keep up with home-schooling throughout lockdown.



// I'd recommend Lifelong Learning you can achieve so much in such a short space of time //

Jodie enrolled on the Intro to Sewing course to support her daughter who had an interest in sewing. However, the more she attended the course, the more she started to enjoy learning new skills. She completed the Open Awards Level 1 & 2 in Sewing Techniques and then completed the Industrial Sewing course. The courses were challenging but she made lots of friends.

She worked in the food industry and could now consider a much-wanted career change. Her tutor told her about a job at a local company Survitec, working as an Industrial Machine Operative manufacturing PPE. When she got the news that she was successful, she couldn't believe it had happened! She is planning to attend a Functional Skills English course in September 2020.

## Useful Contacts

### Wirral Lifelong Learning Service

Short courses for adults:  
Tel: 0151 666 3330  
[www.wirral.gov.uk/lifelonglearning](http://www.wirral.gov.uk/lifelonglearning)

### Wirral Metropolitan College

A range of access to HE & Vocational Courses  
Tel: 0151 551 7777  
[www.wmc.ac.uk](http://www.wmc.ac.uk)

### Wirral 3L's

Leisure learning for over 50's  
Tel: 0151 645 0066  
[www.wirral3ls.co.uk](http://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](http://www.wirralenvironmentalnetwork.org.uk)  
email: [info@la21.net](mailto:info@la21.net)

### National Careers Service

National Telephone Helpline:  
0800 100 900  
[www.gov.uk/career-skills-and-training](http://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](http://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 4500  
[www.involvenorthwest.org.uk](http://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](http://www.bsfc.ac.uk)

### The City of Liverpool College

Offering a large range of Further Education courses.  
Tel: 0151 252 3853  
[www.liv-coll.ac.uk](http://www.liv-coll.ac.uk)

### West Cheshire College

Offering a large range of Further Education courses  
Tel: 01244 656555  
[www.ccs.ac.uk](http://www.ccs.ac.uk)

### Job websites:

**Indeed** [www.indeed.co.uk](http://www.indeed.co.uk)  
**Fish for Jobs** [www.fish4.co.uk](http://www.fish4.co.uk)  
**Total Jobs** [www.totaljobs.com](http://www.totaljobs.com)  
**Reed** [www.reed.co.uk](http://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 years 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.

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