



Lifelong Learning Guide

Get ready. Get on. Get trained. Get active. Get inspired!



Worth a look.



Worth it.

Lifelong learning. It's totally worth exploring.

For all stages of life. For personal or professional purposes. To kickstart a career or to master the art of cake decoration. Whatever the goal, every year Wandsworth Lifelong Learning helps thousands of individuals and hundreds of organisations achieve their potential through its extensive network of delivery partners.

If you are a jobseeker, employer, knowledge seeker, retiree, carer, parent or anything in between, we're confident that you will find an apprenticeship, accreditation, workshop, traineeship, course or activity that will work for you. There is something for everyone.

Flick through our quick reference guide. We think you'll find it worth your time.

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Get ready for work

Gain the skills, knowledge and confidence to get a job and progress in your chosen career.



Worth your time.

CV writing and careers advice

Helping you to decide which career is right for you and helping you to get there.

IT and computer skills

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Keeping up with technology is key in today's connected world of work.

Qualifications for careers

Nationally recognised qualifications to help you grow in your career.

At-a-glance

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South Thames College Wide range of courses designed to prepare people for employment. Page 9.

Get ready for work

Worth exploring.



Personal Well-Being Wandsworth Lifelong Learning

- t: 020 8871 8055
- e: edlifelong@wandsworth.gov.uk

This course will cover:

- Diversity
- Healthy lifestyles
- Personal identities
- Relationships
- Risk

Duration of course 6 days

Qualification upon completion Level 1 Award in Personal Well-Being

Developing Employability Skills Wandsworth Lifelong Learning

- t: 020 8871 8055
- e: edlifelong@wandsworth.gov.uk

This course will cover:

- How to identify your individual strengths and what your areas for improvement are
- CV Writing
- How to complete application forms and cover letters
- How to successfully prepare for an interview

Duration of course **3 days**

Qualification upon completion Level 1 Award in Personal Development for Employability

Personal Careers Guidance Service Wandsworth Lifelong Learning

t: 07919 392 254

e: ddavis2@wandsworth.gov.uk

Our experienced careers guidance counsellors can help with:

- Career goals, skills assessment and confidence building
- Creating a winning CV and job applications
- Interview techniques, preparation and mock-interviews
- Creative job search to explore employment opportunities

The goal is to help you work out what might be the best career path for you and what you need to do to get there.

To find out how to book a one-to-one session with an advisor or to find out more about the service, call or email Dustine Davis.

Get ready for work

National Careers Service

t: 0800 100 900 www.nationalcareersservice.direct.gov.uk

The National Careers Service provides free careers and education information as well as advice and guidance to adults and young people. your careers options, choosing training routes, developing your CV and searching and applying for jobs.

Advisers can help you with all aspects of careers guidance including exploring

Services can be accessed through their website or by phoning the number above.

Deaf First

Oak Lodge School, 101 Nightingale Lane, SW12 8NA t: 020 8675 9751

e: admin-df@oaklodge.wandsworth.sch.uk www.deaf-first.org.uk

Deaf First runs courses for adults who are hearing-impaired.

They can help you prepare for work through Maths, English and ICT courses.

Wandsworth Library and Heritage Service

Battersea Library, 265 Lavender Hill, SW11 1JB t: 020 7223 2334

e: wandsworth.libraries@gll.org

The library service offers short courses in basic ICT, using the internet and social networking to help you find work or set up your own business. You can also study for and take the ECDL and ECDL Advanced qualifications. The library also offer a range of Family Learning activities throughout the year.

South Thames College

Wandsworth Campus, Wandsworth High Street, SW18 2PP Other centres situated in Tooting and Merton

t: 020 8918 7777

e: info@south-thames.ac.uk www.south-thames.ac.uk

South Thames College has sites across Wandsworth and southwest London. It offers a wide range of courses designed to prepare people for employment.

Short courses designed to help improve your 'employability' include:

- Grow your self confidence with ease
- Facebook, Twitter and Linkedin
- PTLLS, DET and PGCE: An introduction for those interested in teaching
- Job applications and interview techniques
- Business in creative crafts
- Introduction to self-employment for interpreters and translators
- Introduction to self-employment in complementary therapy and health
- Writing a business plan: Introduction
- Growing your business
- Using Excel for small business accounts
- Branding you

There are many more. Check out their part time and short course prospectus or website for details.

Pre-employment and Introductory courses:

South Thames College offer introductory courses (usually 2 to 6 weeks) aimed at giving people the skills needed to gain meaningful employment. They include a vocational qualification, industry accreditation such as the CSCS card or SIA badge, and Maths and English, as well as interview skills.

The pre-employment and introductory courses are run throughout the year and include **construction skills**, **security** and **cleaning and environmental services**.

You can find a complete list of available courses by visiting their website.

Get on at work

Progress in the workplace and grow your career through work based qualifications.



Worth its weight.

Problem solving skills

Learn how to be a more effective team player in the workplace.

Customer focused

Increase your confidence when dealing directly with customers.

Qualifications for careers

Nationally recognised qualifications to help you grow in your career.

At-a-glance

How to Effectively Lead a Team Understand the principles of leading a team. Page 12.

Managing Problems Effectively in the Workplace How to communicate effectively and reduce conflicts. Page 12.

Effects of Personal Behaviour Increase your awareness of what impact your actions have in the workplace. Page 13.

Improving Your Customer Service Skills Increase your confidence when dealing directly with customers. Page 13.

Get on at work

How to Effectively Lead a Team Wandsworth Lifelong Learning

t: 020 8871 8055

e: edlifelong@wandsworth.gov.uk

This course will cover:

- How to communicate information and knowledge in the workplace
- Managing yourself and providing appropriate direction to team members
- The role of a Team Leader
- Management techniques that can motivate others and improve performance in the workplace

Duration of course **3 days**

Qualification upon completion Level 2 Certificate in Team Leading Principles

Effects of Personal Behaviour Wandsworth Lifelong Learning

- t: 020 8871 8055
- e: edlifelong@wandsworth.gov.uk

This course will cover:

- How your personal behaviour can have a positive and negative impact on others
- How behaviour and presentation can improve your career prospects
- How to change your behaviour to suit the situation
- The importance of body language and communication skills

Duration of course **3 days**

Qualification upon completion Level 1 Award in Personal Behaviour for Success

Managing Problems Effectively in the Workplace Wandsworth Lifelong Learning

t: 020 8871 8055

e: edlifelong@wandsworth.gov.uk

This course will cover:

- How to assess conflict in the workplace and identify routes to resolution
- How to communicate effectively to de-escalate conflict
- How to deal with emotive situations in the workplace
- How to identify factors that can cause conflict and how to use this knowledge

Duration of course **2 days**

Qualification upon completion Level 2 Award in Conflict Management

Improving your Customer Service Skills Wandsworth Lifelong Learning

t: 020 8871 8055

e: edlifelong@wandsworth.gov.uk

This course will cover:

- How to deliver good customer service
- How to use different communication methods
- How to provide good customer service in line with organizational procedures
- How to effectively deal with customer queries, problems and complaints

Duration of course **2 days**

Qualification upon completion Level 1 Award in Customer Service

Apprenticeships

Work-based qualifications – meaning you work and earn, with usually one study day a week.



Worth the benefits.

Best start to work

Develop and gain relevant work-based skills and experience, qualifications and functional skills.

How long

Takes between 1-2 years to complete. Some are the equivalent of a degree.

How much

Minimum wage for apprentice's is £3.50 per hour, although many employers pay more.

At-a-glance

Business Administration Suitable for roles including office supervisors, office administrators, secretaries and data inputters. Page 16.

Customer Service

Suitable for roles including customer department supervisors, call centre team members, receptionists. Page 17,

Health and Social Care Suitable for a range of roles within residential or nursing homes, day centres or domiciliary care. Page 17.

Support Teaching and Learning in Schools Suitable for a range of roles within a school including teaching, classroom or learning support assistants. Page 18.

Managemer

Suitable for a new line manager or an experienced team manager. Page 18.

Childcare

Suitable for those working in children's centres, nursery schools or private childminder organisations. Page 19.

South Thames College An overview of apprenticeships and traineeship opportunities available. Page 19.

Apprenticeships

Worth the effort.



Customer Service Wandsworth Lifelong Learning

Tel: 020 8871 5473 or email: apps@wandsworth.gov.uk

Not sure where to start, speak to the Apprenticeship Team for an informal chat:

- t: 020 8871 5473
- e: apps@wandsworth.gov.uk

This Apprenticeship will support individuals to develop core skills and knowledge regarding different aspects of customer service including:

- Exceeding customers expectations
- Business and product knowledge
- How to communicate effectively, identify and meeting individual needs of internal and external customers
- Dealing with problems in a timely and professional manner
- Identify areas of service improvement

This pathway is available at Intermediate and Advanced level and is suitable within a range of sectors and roles including customer department supervisors, call centre team members, receptionists. This qualification helps individuals to gain confidence in their skill set and ability to be reactive to customer needs and proactive in identifying and implementing improvements to service.

Qualification upon completion Level 2/3 Diploma in Customer Service

Business Administration Wandsworth Lifelong Learning

t: 020 8871 5473

e: apps@wandsworth.gov.uk

Administration is a vital and core support function of any organisation, this qualification enables individuals to develop skills and knowledge covering a wide range of areas including:

- Communication / interpersonal skills
- Planning and organisation
- Documentation production and processing
- Project management, organising an event

This pathway is available at Intermediate, Advanced and Higher level and is suitable for roles including office supervisors, office administrators, secretaries and data inputters. This qualification helps individuals to gain transferable knowledge, skills and behaviours that will be valuable in any sector.

Qualification upon completion Level 2, 3 & 4 Diploma in Business Administration for Employability

Health and Social Care Wandsworth Lifelong Learning

- t: 020 8871 5473
- e: apps@wandsworth.gov.uk

This Apprenticeship will assist learners with gaining recognised qualifications that will assist them with progressing and working effectively within the sector. Areas that will be covered within this qualification include:

- Care certificate
- Promoting health and well being
- Safeguarding
- Effective communication

This programme is available at Intermediate and Advanced level and is suitable for a range of roles within different settings including residential or nursing homes, day centres or domiciliary care. This qualification enables individuals to gain knowledge and skills and ultimately demonstrate their ability to provide compassionate and competent service to all users.

Qualification upon completion Level 2/3 Diploma in Health and Social Care (Adults – General Pathway) Care Certificate

Apprenticeships

Not sure where to start, speak to Carol Stewart for an informal chat: Carol Stewart: 020 8871 5473 or email: cstewart1@wandsworth.gov.uk

Support Teaching and Learning in Schools Wandsworth Lifelong Learning

t: 020 8871 5473

e: apps@wandsworth.gov.uk

This Apprenticeship will support individuals to develop core skills and knowledge to enable them to provide effective support in the classroom and when working with pupils independently. Areas that will be covered include:

- Planning and conducting learning activities
- Providing numeracy and literacy support
- Inclusion
- Developing productive relationships with pupils

Available at Intermediate and Advanced level, this programme and is suitable for a range of roles within a school including teaching, classroom or learning support assistants. This qualification enables individuals to gain knowledge and skills that demonstrate their ability to provide effective support to promote and encourage learning within a school.

Qualification upon completion Level 2/3 Diploma in Support Teaching and Learning in Schools

Childcare Wandsworth Lifelong Learning

t: 020 8871 5473

e: apps@wandsworth.gov.uk

This Apprenticeship is suitable for those who currently work in or looking to progress into the childcare sector, potential environments could include children's centres, nursery schools or private childminder organisations. Areas that will be covered during the course include:

- Child and young person development
- Equality and Inclusion
- Developing relationships

Available at Intermediate and Advanced level, this programme is suitable for a range of roles including nursery workers, playgroup assistants, infant school classroom assistants. This qualification enables individuals to gain knowledge and skills that demonstrate their ability to promote a safe and progressive environment for children.

Qualification upon completion Level 2/3 Certificate for the Children and Young People's Workforce

Management Wandsworth Lifelong Learning

t: 020 8871 5473

e: apps@wandsworth.gov.uk

Management courses are suitable for a variety of individuals ranging from those that are in their first line management position, or an experienced team manager or senior strategic operational manager. Areas that will be covered during the course include:

- Developing practical and operational management skills
- Motivational techniques
- Problem solving and decision making
- Effective communication

This qualification is available at Level 3 and 5 and is a fantastic opportunity to gain practical knowledge to increase confidence and skills to enable effective leadership and management within the working environment.

Qualification upon completion ILM Level 3 Diploma for Managers or

ILM Level 5 Diploma for Leaders and Managers

South Thames College

Wandsworth Campus, Wandsworth High Street, SW18 2PP Other centres situated in Tooting and Merton t: 020 8918 7777 e: info@south-thames.ac.uk www.south-thames.ac.uk

Apprenticeships

If you prefer to learn through practical experience at work, an apprenticeship enables you to 'learn while you earn'. Learn on-the-job and work towards a nationally recognized qualification. Their range of apprenticeships include Electrical Installation, Childcare, Plumbing, Hairdressing and many more. If you're interested in an apprenticeship call 020 8918 7272, or email us at apprenticeships@south-thames.ac.uk

Traineeships

Unemployed and not sure how to find work? This new traineeship programme could help you get work experience with a vetted employer in the sector you want to work in. A traineeship is for ages 16 to 24, which lasts anything from 3 weeks to 5 months, and includes Maths, English and 'preparation for employment'. Courses run throughout the year. Call 020 8918 7272, or email us at apprenticeships@south-thames.ac.uk

Specialist Service

Specialist Service



Free ESOL & English/Maths Functional Skills

To book your initial assessment or to find out further info, contact Sharon Williams:

- t: 020 8871 8055 or 07768 542 337
- e: edlifelong@wandsworth.gov.uk

If you would like to improve your English you can do a FREE ESOL (English for Speakers of Other Languages) or Functional Skills English course. If you would like to improve your Maths you can do a FREE Functional Skills Maths course. Functional Skills qualifications in English and Maths are recognised qualifications that will make it easier to:

- Get a job or take further courses
- Understand the laws and customs of the UK
- Manage your finances
- Pass the Life in the UK test and become a British citizen

Find out more – attend an assessment day at one of these learning centres:

Roehampton

Eastwood Children's Centre, 166 Roehampton Lane, SW15 4HR

Battersea

York Gardens Library and Community Centre, 34 Lavender Road, SW11 2UG

Tooting

Wandsworth Borough Council, Professional Centre, Franciscan Road, SW17 8HE

Wandsworth

Wandsworth Professional Development Centre, 3rd Floor, Building 1, Burntwood School, Burntwood, Burntwood Lane, SW1 0AQ

Business & Education Succeeding Together (BEST)

For further info or to find out how you can get involved, contact Betty Osifeso: t: 020 8871 8630

- L. 020 00/1 0030
- e: bosifeso@wandsworth.gov.uk

Bringing schools, colleges and businesses together to develop employability skills needed by young people. BEST helps to meet the changing needs of the business community and prepare tomorrow's workforce in a competitive marketing. Offering:

- Work Experience
- Pre-16 Work Experience
- Employer Visits to Schools
- School Visits to Employers
- Links with Education



Please note: When attending an assessment day, please bring your passport, birth certificate, NI number and EU ID Card.

Learning locally

Incredible learning experiences on your doorstep in Wandsworth – now that's worth a try.



Worth going for.

Broadening horizons

Trying something new or developing an existing skill is a great way to live a full and vibrant life.

Community

Whether singing in the local choir or helping in a community kitchen, connect meaningfully with those around you.

Hands on

Roll up your sleeeves to tackle anything from motorcycle repair to cake decorating.

At-a-glance

St Francis Xavier College A mix of day and night time courses from languages to leather craftwork and much more. Page 24.

South Thames College A range of courses to develop and extend your hobbies, a great place to dicsover something new. Page 25.

Deaf First

Get in touch with Deaf First to learn more about courses designed for adults who are hearing impaired. Page 25.

Learning locally

Worth a shot.



St Francis Xavier College

10 Malwood Road, SW12 8EN

- t: 020 8772 6060
- e: community@sfx.ac.uk

community.sfx.ac.uk

SFX night school

Learning a new skill, language or hobby is an affordable, sociable and great value evening out at SFX. Their evening classes include:

- Languages (French, Italian, Spanish, German, Japanese and Portuguese)
- **Digital Photography**
- Art
- Leather Craftwork
- Floristry •

Guitar

- Cinema / Film
- Psychology
- Tap Dance •
- Yoga and Pilates •

View their online prospectus for full details.

Please note: there are language and art classes available during the daytime.

South Thames College

Wandsworth Campus, Wandsworth High Street, SW18 2PP Other centres situated in Tooting and Merton t: 020 8918 7777 e: info@south-thames.ac.uk www.south-thames.ac.uk

South Thames College is a further education college with sites across Wandsworth and Southwest London.

The college offers a huge range of courses designed to develop and extend your interests and hobbies and to inspire you to learn something new. Taster sessions run throughout the year so you can try out a subject before signing up for the course.

Courses you can choose from include:

- Performing arts and music •
- Fashion and clothes making
- Floristry or cake decorating
- Motorcycle repair and maintenance • •
 - DIY
- Learning a new language •

The list is enormous! Go to their website or call to request a prospectus.

Deaf First

Oak Lodge School, 101 Nightingale Lane, SW12 8NA t: 020 8675 9751

e: bsl-df@oaklodge.wandsworth.sch.uk

Deaf First runs courses for adults who are hearing- impaired.

Getting active locally

Courses designed to maintain or achieve a fitter and healthier mind and body – on your doorstep in Wandsworth.



Worth your energy.

Health & Wellbeing

Courses designed to maintain or achieve a fitter and healthier and body.

Sport & Fitness classes

From climbing walls to chair-based yoga, there is something for all fitness levels.

Specialist classes

We have a range of classes designed specifically for certain groups – from the hearing impaired/deaf to over 60s.

At-a-glance

Active Lifestyles Discover activities that take place across Wandsworth in community centres, churches and leisure centres. Page 28.

South Thames College Enjoy a taster session or sign up for a course from meditation and relaxation to sports activities. Page 29.

St Francis Xavier College A rage of casses to stay fit and heathy from tap dancing to pilates. Page 29.

Getting active locally

Worth doing.



Active Lifestyles

t: 020 8871 6373 e: community@sfx.ac.uk www.enablelc.org/activelifestyles www.enablelc.org/walk4life

Enable Leisure and Sport run the Active Lifestyles programme that gives you the opportunities to take part in a variety of sport and physical activities.

Sessions take place across Wandsworth in community centres, churches and leisure centres. They also run a walking programme called Walk4Life which offers free led walks around Wandsworth. The programme includes activities such as:

- Pilates
- Tai Chi
- 50+ exercise classes
- Zumba
- Back to netball
- Kickboxercise
- Walking sports such as football and netball

Visit their website for more information.

South Thames College

Wandsworth Campus, Wandsworth High Street, SW18 2PP Other centres situated in Tooting and Merton

t: 020 8918 7777

e: info@south-thames.ac.uk www.south-thames.ac.uk

South Thames College is a further education college with sites across Wandsworth and Southwest London.

It offers a very wide selection of courses designed to help you stay fit and healthy. Taster sessions run throughout the year so you can try out an activity before signing up for the course. Activities you can choose from include:

- Pilates, Yoga or Tai Chi
- Chair-based exercise
- Sports activities
- Healthy lifestyle classes
- Complementary therapies
- Meditation and relaxation

Call or check out our website for details.

St Francis Xavier College

10 Malwood Road, SW12 8EN t: 020 8772 6060 e: community@sfx.ac.uk community.sfx.ac.uk

SFX offers you an enjoyable and affordable range of classes to stay fit and healthy, including:

- Yoga
- Zumba
- Zumba Gold
- Tap dancing
- Pilates

Take a look at our prospectus online for full details.

Family Learning

Free courses and workshops involving dads, mums, carers and children.



Worth your while.

Fun sessions for all the family

From music to rock climbing; sewing to healthy eating; this broad selection of workshops are sure to become family favourites.

Family learning festival

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A great opportunity to have a try and see what's family learning involves – held in locations across Wandsworth, sign up to our newsletter to be notified.

Out and about in Wandsworth

Family Learning class take place in schools, children's centres, community groups, sporting venues, South Thames College and Libraries.

At-a-glance

Wandsworth Family Learning free programme of events involving dads, mums, carers and children. Page 32.

Katherine Low Settlement community projects for children, families, older people and newly-arrived communities. Page 33.

The Baked Bean Company encouraging and supporting disabled people to become more involved in the community. Page 33.

Family Learning

Worth a look.



Katherine Low Settlement

108 Battersea High Street, SW11 3HP t: 020 7223 2845 e: info@klsettlement.org.uk www.klsettlement.org.uk

Katherine Low Settlement is a charity that has been serving the communities of Battersea and the wider Wandsworth community since 1924. We are dedicated to tackling poverty and building stronger communities. We run a range of our own community projects to support children and their families, older people and newly- arrived communities. Please contact us to find out what is on offer in your area.

Family Learning

t: 020 8871 8055

e: edlifelong@wandsworth.gov.uk

Wandsworth Family Learning is part of the council's Lifelong Learning service. It offers a free programme ranging from one-off workshops to longer courses involving dads, mums, carers and children aged 0-16.

Family Learning offers fun sessions for all the family, including photography, film and music technology, boxing, sewing, healthy eating and arts and crafts. Family Learning classes take place in schools, children's centres, community groups, sporting venues, South Thames College and Libraries.

For further information on family learning activities available in your area please contact Juliet Bellagambi: t: 0208 871 8621

e: jbellagambi@wandsworth.gov.uk

The Baked Bean Company

- t: 020 8944 0024
- e: izzy@bakedbeancompany.com www.bakedbeancompany.com

The Baked Bean Company aims to support and encourage people with learning disabilities to become more integrated into the community at large by helping them to develop relevant skills & abilities. Then, through community and work-based projects The Baked Bean Company offers opportunities to people with learning disabilities to work alongside people who may not have learning disabilities. The Baked Bean Company still provides drama services to individuals (and to five local authorities) but now they have expanded to provide a range of other services, some of which are listed below:

- Dance and movement
- Craft
- Drama
- Filming
- Singing
- Performing Arts
- Cookery
- Djing
- Health and Fitness
- Musical Theatre
- Holidays

Worth celebrating.

Every year we host a series of events that inform, inspire and celebrate learning opportunities in Wandsworth.



Worth shouting about.

→

Festival of Learning Week

Part of the national Festival of Learning Week, we host events across Wandsworth on topics from using art for wellbeing to an introduction to careers in hospitality.

Learning at Work Week

A chance to learn valuable skills to be used in a work environment. Topics range from social media for marketing to problem solving in the workplace.

Family Learning Festival

Held in various venues – from libraries to Children's Centres – this is a great week to have a go at learning together, be it smoothie making or first aid.

Wandsworth Lifelong Learning Awards

Every year we acknowledge the success of learners in Wandsworth, with an award ceremony hosted at Wandsworth Town Hall. Lauren Roots (pictured opposite) was named Learner of the Year.

Gallery









Our values

Part of Wandsworth Council, we proudly cater for over 8,000 learners each year across 650 courses.



Worth the rewards.



Learners and Apprenticeships at Wandsworth Lifelong Learning

To ensure your experience is a smooth one and worth your while, we always:

Provide the right level of support, beginning with an initial assessment

Give learners detailed advice and guidance to support decision making

Make sure the learning environment is safe and secure

Offer help, to those who need it, to gain a good understanding of english and maths

Feedback is continuous, learners receive regular progress reports

We teach more than the qualification, covering Equal Opportunities, Diversity, Life Skills and Health & Safety

Our teachers and assessors are all qualified and passionate about learning

We listen to your feedback, believing that the 'learner's voice' is important

We're focused on your future, looking for your next opportunity to learn

And, most of all, we celebrate your success.

Our Funders and Partners



Education & Skills Funding Agency









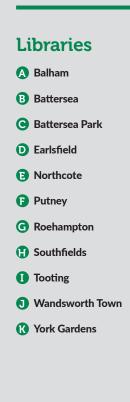


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Main Providers

- 1 Deaf First
- **2** Share Community
- South Thames College (2 sites) 3 Tooting 4 Wandsworth
- **5** St Francis Xavier College





wands worth life long learning.org.uk

For more information

If you wish to contact the Wandsworth Lifelong Learning team please call us on 0208 871 8055, or visit our website: www.wandsworthlifelonglearning.org.uk

For more information about learning opportunities across London please visit www.hotcourses.com

