

# Lifelong Learning Guide

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



Worth a look.

2023/24

# Welcome.



As Cabinet Member for education, I have been delighted to work with the Wandsworth Council Lifelong Learning (WCLL) team and am pleased to welcome you to the 2023/24 Quick Reference Guide.

During the last year, the service has continued to develop its work and has supported just over 4,000 young people and adults with high quality courses and work experience. Some of this work is delivered by a core team based at the Gwynneth Morgan Centre in East Hill. There is also a substantial number of on-line courses enabling more adult learners to access learning. When asked about their experience 99% of learners rated our courses as Good or Excellent. One of our learners, Nagwan Elfiky, said of her decision to enrol with WCLL courses:

*"It has reignited my passion for learning, allowed me to discover my purpose beyond being a mother and a wife, and equipped me with valuable skills for personal and professional growth. I am proud of my achievements, and the impact on my personal life and work has been significant."*

The service continues to offer an extensive range of courses to choose from, whether you are looking for an apprenticeship, wanting to improve your English, maths, or computer skills, seeking to change your career, looking to return to work, or simply looking for something for your health, wellbeing, or personal development. WCLL also connects with employers to understand their needs and ensure that we offer relevant courses to help local residents into work. One of our key priorities is to continue to increase the number, quality, and access to apprenticeships for local people and employers. Apprenticeships provide a fantastic opportunity for those already in employment to develop further skills and for those that are new to the labour market, offering opportunities in several sector areas.

Our personal development and employability skills courses are aimed at people who are looking to return to the workforce, need to brush up their existing skills, or want a change of career. Our personal careers guidance service offers impartial advice to help you choose the right course and can also provide information on progression routes, including career development opportunities.

WCLL's direct provision includes English, Maths, ICT and English for Speakers of other Languages (ESOL) courses and accredited employability courses. This has been particularly valuable to refugees who have been able to quickly access support and provision.

Partnerships are the key to successful adult learning and we collaborate with partners who specialise in supporting learners in community groups. Working with a range of partners, large and small, enables us to offer courses from multiple venues across the borough.

The Business and Education Succeeding Together (BEST) work experience team is also part of Lifelong Learning. Relationships that have been built over a number of years mean that we were able to place over 1,500 young people during the last academic year. We are particularly fortunate to have so many local employers supporting young people and adults with their work experience and career aspirations.

I hope you enjoy looking through this guide of what's on offer and take the opportunity to contact a member of the WCLL team for further information.

**Councillor Kate Stock**  
Cabinet Member for Education  
Wandsworth Council



# Worth it.







## Lifelong learning. It's totally worth exploring.

For all stages of life. For personal or professional purposes. 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, 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.

### Worth following:

-  [facebook.com/WandsworthLifelongLearning](https://facebook.com/WandsworthLifelongLearning)
-  [twitter.com/WBCLLearning](https://twitter.com/WBCLLearning)
-  [linkedin.com/company/wandsworth-lifelong-learning](https://linkedin.com/company/wandsworth-lifelong-learning)
-  [instagram.com/wandsworth.lifelonglearning](https://instagram.com/wandsworth.lifelonglearning)

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# How to Enrol

## → Joining a course

To join a course with Wandsworth Lifelong Learning, you first have to register either:

- 📍 online at [www.wandsworthlifelonglearning.or.uk](http://www.wandsworthlifelonglearning.or.uk) or,
- 📍 visit the Gwynneth Morgan Centre, 52 East Hill, SW18 2HJ

- Once registered, one of our Advisors will contact you to discuss the course and whether it is right for you, and to check your ID
- You will be asked to complete an online enrolment form
- If the course is accredited, you are required to undertake an initial assessment in English. A Maths assessment is also required for Functional Skills Maths or ICT courses
- Assessments are not required for non-accredited courses
- When you are enrolled, joining instructions for your course will be sent to you in advance of the start date

## → Get information, advice and guidance

It's important to be well informed if you want to make decisions about your learning and what the right choice is for you. We'll ensure you receive confidential, impartial and accessible information, advice and guidance.

We can support you if you are:

- Thinking about changing your life or career
- Keen to make a new start but not sure how
- Keen to update old skills or gain new ones
- Looking for a course that is right for you
- Looking to get back into work

If you want more information we provide:

- Printed materials such as leaflets, course information and the Learner Handbook
- An online guide of our courses which also allows you to book a place
- Support throughout the enrolment process by our friendly supportive staff

## → Get advice on a range of subjects

We offer advice on topics including:

- How you can progress into further education
- How you can progress into employment, including apprenticeships and volunteering
- Ways to search and apply for jobs, including basic IT skills, application forms, CVs and interview skills
- Linking your personal interests and skills to your job or career
- Identifying the right course for you
- Ways to progress in your chosen career
- Identifying the skills you may need and referring you to other support if necessary
- Courses to support you and your family with your Health and Wellbeing

## → Take part in a guidance conversation

A guidance conversation gives you the chance to reflect and explore your options. You can also take an objective look at yourself and think about the implications of any decisions you are considering. Our knowledgeable friendly staff provide these confidential and impartial informal interviews.



# Get ready for work

 eLearning available for all courses



**Worth your time.**

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



### **Employability**

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



### **Digital Skills**

Develop the practical skills you need to use technology in life, study and work



### **English & Maths**

Introductory courses for learners keen to improve English and Maths.

# Get ready for work

Register online at [wandsworthlifelonglearning.org.uk](http://wandsworthlifelonglearning.org.uk)

For more info email [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)



## Employability

### Build an Effective CV

Writing a CV can be a daunting task, and this course is packed with tips to help you produce a CV that promotes your skills, personality and experience, appeals to employers and enhances your chances of being offered an interview.

This course will cover:

- What employers look for
- The purpose of the CV
- Following a structured layout
- Writing a personal profile
- Demonstrating required skills
- What to include and omit

### Take the Fear Out of Interview

This course is packed with tips and tools to help you secure a role and reinforces the saying "Perfect preparation prevents poor performance." It will ensure that, when invited to interview, you are confident, comfortable and competent at answering and asking questions and presenting yourself in the best possible light.

This course will cover:

- Planning for success
- Matching required skills
- Researching an organisation
- Creating the right first impression
- Answering questions using STAR
- Asking the right questions
- Standing out from the crowd

### Employability Workshop

This is a focused programme designed to support individuals as they venture into the world of work or look to progress in their chosen career. Highly interactive, fun and informative it will shine a light on your strengths, skills and interests whilst improving your self-awareness and confidence in a supportive and collaborative environment.

Qualification upon completion:

L1 Award in Personal Development

Topics include:

- Self-Assessment
- Identifying careers and roles that fit
- Setting SMART goals
- Understanding the requirements of a role
- Matching your CV to the job specification
- Writing cover letters and producing a CV
- Preparing for interview

### Building Resilience & Enterprise in Women

The Building Resilience and Enterprise for Women programme provides advice and training for women wishing to develop entrepreneurial skills.

This programme was created specifically to help women use their wisdom and experience as an advantage in business.

Qualification upon completion:

Entry 3 Award in The Importance of Resilience and Grit

Topics include:

- How to recognise your strengths and abilities
- Develop a personal brand
- Grow your confidence, communication skills and overall resilience
- Explore attitudes and behaviours that include leadership, resilience and being entrepreneurial
- Gain knowledge of employment rights and responsibilities

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## → Digital Skills

### Microsoft Excel

A range of short courses, including:

#### How to get started using Excel

This course is for those who have never used or have limited knowledge of Excel. This short introductory course will cover the basics of Excel including creating and format a simple spreadsheet.

#### Increase your confidence using Excel

This course is for learners who are familiar with the basics but want to gain further knowledge and skills. Topics covered include using formula and creating charts.

#### Top tips for managing data in Excel

This course is for learners who use Excel frequently at work/home and want to refresh or advance their skills. Topics covered include creating formula, techniques for handling large amounts of information, data validation. We will also cover what pivot tables are used for, how to create and format a pivot table, applying different mathematical operations.

### Microsoft Word

A range of short courses, including:

#### How to get started using Word

This course is for learners who have never used or have limited knowledge of Word. This short introductory course will cover the basics of Word including creating documents, copying and moving text and basic mouse skills.

#### Increase your confidence with Word.

This course is for learners who are familiar with the basics but want to gain further knowledge and skills. Topics covered include inserting pictures, changing the page layout, formatting and editing text.

### Digital Support Workshops

A range of short courses to help people with little or no experience with Information Technology (I.T).

Workshops include:

- Digital Support for 50+
- How to Use a Device
- Introduction to Essential Digital Skills

### Essential Digital Skills

Essential Digital Skills Qualifications (EDSQs) will equip you with the skills you need make the most of your mobile phone, apps and other digital services. EDSQs are ideal for those seeking to develop digital skills to function more effectively in everyday life.

Qualification upon completion:

Essential digital Skills Entry 3 or Level 1

Topics include:

- Using hardware and software
- Searching and navigating
- Using apps to enter and edit information
- Sending and receiving communications
- E-commerce and buying online
- Being safe and protecting your data.



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## → Digital Skills

### Digital Functional Skills

Digital Functional Skills can help you develop the practical skills you need to use technology in life, study and work. This course is suitable for learners who have some ICT skills but would like to gain further confidence to be able to use ICT for a variety of purposes.

Qualification upon completion  
Digital Functional Skills Level 1 or Entry Level 3

Topics covered include:

- Using devices and handling Information
- Creating and editing
- Communicating (email/online message systems)
- Transacting (online shopping, uploading/attaching documents)
- Being safe and responsible online

## → English & Maths

### Functional Skills Maths

Functional Skills Maths is a programme that can help to build your skills and confidence in using mathematics, providing a foundation to progress into employment or further education and develop skills for everyday life.

Qualification upon completion  
Functional Skills Maths Entry Level 3, Level 1 and Level 2

Topics covered include:

- Working with fractions
- Decimal places
- Percentages and ratios
- Conversion
- Measurements
- Volumes
- Data tables
- Probability and analysis

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### Functional Skills English

Functional Skills English is a programme that can help to build your confidence and develop your reading, writing, speaking and listening skills. This provides a foundation for progress into employment or further education and to develop skills for everyday life.

Qualification achieved upon completion:  
Functional Skills English Entry L1, Entry L2 and Entry L3, Level 1, Level 2

Topics covered include:

- How to communicate information, ideas and opinions clearly and effectively
- How to adapt your communication style to suit an audience
- Conveying in written format ideas and opinions coherently and effectively





# Get on at work

 eLearning available for all courses



**Worth its weight.**

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



### **Career Progression**

Introductory courses providing basic knowledge and the fundamental skills required for various career opportunities.



### **Personal Development**

Gain knowledge on new techniques that can have a positive, long-term impact at work and at home.

## → Introductory Classes

### Introduction to Business Administration

This course will help learners develop skills to prepare them for employment within an office environment.

Qualification upon completion  
Level 1 Award in Business Administration

Topics covered include:

- Introduction to business and administration
- How to work effectively with other people in a business environment
- How to improve your performance in a business environment
- Self-management skills

### Introduction to Becoming a Teaching Assistant

This course will help learners develop an understanding of the teaching and learning environment in a school setting.

Qualification upon completion  
Level 2 Award in Support Work in Schools

Topics covered include:

- Child & Young Person Development Safeguarding
- Communication & professional relationships with children
- Young people & adults
- Equality & diversity

### Introduction to Project Management

This course will provide you with an introduction into the specialism of Project Management and the essential skills of a Project Manager. The course will consider types of projects, measures, tools and techniques, stakeholder interests and risk management.

Topics covered include:

- Types of Projects
- Tools and Techniques
- Stakeholder Interests
- Risk Management
- Industry career options and professional qualifications

### Introduction to Health and Social Care

This course is ideal for any learners who are considering working within the health and social care sector.

Qualification upon completion  
Level 1 Award in Preparing to Work in Health and Social Care

This accredited course will cover:

- The availability of health and social care for individuals
- Job opportunities in health and social care
- How health is affected by different factors
- Understanding the different needs of individuals
- How to start work within health and social care
- The skills and qualifications needed for jobs in health and social care

### Introduction to Accountancy

This short course provides learners with an introduction to accounting and is suitable for those who have little or no experience of the subject and might be considering a change in career or those involved in managing a small business and need to develop knowledge of how to keep records and do basic book-keeping.

Topics include:

- Accounting and its purpose
- Types of accounting disciplines
- Regulatory & audit framework
- Internal and external accounting
- Key Accounting Statements
- Terminologies
- Costs and cost behaviours
- Employment opportunities within the financial sector



## Career Progression

### First Time Manager or Supervisor

This course is ideal for learners who are interested in progression to a managerial role, a first-time manager/supervisor or an experienced individual who would like to refresh their skills and knowledge of how to effectively lead a team.

Qualification upon completion  
Level 2 Award in Principles of Team Leading

Topics covered include:

- 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

### Mentoring

This course is suitable for individuals who want to gain knowledge and skills to help them support, advise and guide others.

Qualification upon completion  
Level 1 Award in Mentoring

Topics covered include:

- The purpose of mentoring
- Benefits to mentor/mentee and organisation
- Training, coaching and mentoring the differences
- Goal setting
- Feedback
- Challenging and supporting
- Respecting and valuing differences

### Counselling

This course is useful for anyone who would like to develop their counselling skills for use in either work or in a personal capacity.

Qualification upon completion  
NCFE Level 2 Certificate in Counselling

Topics include:

- Introduce learners to using counselling skills in everyday life and approaches that underpin the use of these skills
- Develop counselling skills
- Understand the different approaches involved in the use of counselling skills
- Appreciate the importance of self-development.

### Managing Problems Effectively in the Workplace

It can be challenging to manage problems in the workplace and the aim of this course is to build confidence, refresh knowledge and identify other ways to tackle conflict.

Qualification upon completion  
Level 2 Award in Conflict Management

Topics covered include:

- 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

## → Career Progression

### Customer Service

From shopping to entertainment to business services, people expect a high level of service when making their purchases. So, excellent Customer Service is a must for any business if it wants to succeed and keep its clients and customers happy and loyal.

This programme is designed for anyone who is already in a customer facing role (or who aims to be) and will equip you with the knowledge and skills to deliver excellent customer care. It's a key skill that everyone can benefit from and one that will stay with you for life.

Qualification upon completion  
Customer Service Awards Level 1 & 2

Topics covered include:

- The principles of customer service
- How to meet customers' expectations
- The importance of appropriate behaviour
- Communication techniques
- How to deal with difficult situations

**“The journey of learning has brought me joy, fulfilment, and a renewed sense of curiosity. It has instilled in me the belief that it is never too late to pursue personal growth and education.”**

### Volunteering

Volunteering is a very rewarding role and enables the individual to give something back to the community, sharing their knowledge, skills and time. If you are thinking about working as a volunteer this course will provide you with an insight into the role and an awareness of the personal standards required. It is also suitable for those who are already in a volunteering role and will enhance both your knowledge and skills knowledge and skills.

Qualification upon completion  
Level 1 Award in Volunteering

Topics covered include:

- Skills of a volunteer and volunteering organisations
- Matching your skills to different organisations
- Boundaries and Legislation

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### Information Advice and Guidance

This course aims to develop knowledge and understanding of the key principles of information, advice or guidance and applying them at work. It is suitable for those working in a range of roles where the provision of IAG is a requirement.

Qualification upon completion  
Level 2 Certificate in Information, Advice or Guidance

Topics covered include:

- Interactions with clients
- Boundaries and record keeping
- Legislation
- How to overcome barriers



# Get on at work

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## Career Progression – Hospitality

### Customer Service for Hospitality

In today's competitive world, a simple and cost-effective way to delight customers is to deliver extraordinary customer service. The hospitality sector has been particularly hard hit in recent years, and it has become more difficult to attract and retain good staff who put the customer at the heart of all they do.

Topics covered include:

- Customer expectations
- Communication (good and bad)
- Questioning, listening & body Language
- Turning complaints to opportunities

Qualification upon completion  
Customer Service Awards Level 1 & 2

### Food Safety

The objective of this course is to prepare learners for employment, or to support a current position within a low-risk role, where there is an element of food handling. This could include bar workers, waiting staff, health care workers, kitchen porters and stock/storeroom staff.

Topics covered include:

- The importance of personal hygiene and keeping work areas clean and hygienic in a catering environment
- Personal responsibilities for food safety and how to keep food safe in a catering environment

Qualification upon completion  
Level 1 and Level 2 Award in Food Safety for Catering

**“The decision to enrol in various courses and embrace lifelong learning has had a profound impact on both my personal life and my professional growth.”**





## → Personal Development

### Building Resilience

This is a short course which will help learners to understand the importance of resilience, how to develop it and how to apply it.

Qualification upon completion  
Entry 3 Award in The Importance of Resilience and Grit

Topics covered include:

- Understanding resilience
- How to develop resilience skills
- The power of positive thinking
- Supporting learners to assess their typical style of thinking
- Identifying ways to improve positive thinking
- Helping learners create SMART plans to improve their resilience and grit

### Building Assertiveness Skills

This short course will help you to build your confidence and become more assertive. You will learn new techniques and knowledge to implement for longer term impact.

Topics covered include:

- Assertive/aggressive and passive behaviours
- The feelings behind the behaviour
- Skills and qualities associated with assertive people
- What is easy and what is difficult?
- The importance of self-belief
- Developing confidence and resilience
- Action plan

### Public Speaking

Even the most experienced professionals can find public speaking situations challenging. This short course will provide you with the tools and confidence to engage your audience.

Topics covered include:

- Skills of effective presenters
- Knowing your audience
- How to structure your presentation
- Overcoming your nerves

### Communication Skills

This short course will help you develop your communication skills. You will learn new techniques and knowledge to implement for longer term impact.

Topics covered include:

- Controlling and contributing to meetings
- Making your questions count
- Barriers to listening
- Effective listening
- Positive messages
- Saying "No"
- Non-verbal communication
- Action plan

### Positively Presenting Yourself

This course will help learners understand how behaviour and presentation can improve your career prospects and how it can have both a positive and negative impact on others.

Topics covered include:

- What makes you unique?
- How to present yourself
- How you can add value to a business
- The importance of body language
- LinkedIn Profiles
- How to change your behaviour to suit the situation

Qualification upon completion  
Level 1 Award in Character Education

# Get on at work

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## → Level 3 Qualifications

### Level 3 Diploma – Teaching Assistant

This qualification is designed for learners already working or volunteering in a learning support role (Teaching Assistant, Classroom Assistant or Learning Support Assistant), either in mainstream or Special Educational Needs schools, who want to develop their knowledge and skills.

Qualification upon completion  
**Level 3 Diploma in Specialist Support for Teaching and Learning in Schools**

Topics covered include:

- How to support learning activities
- Effectively developing professional relationships with children, young people and adults
- Support assessment for learning
- How to safeguard the wellbeing of children and young people

### Level 3 Diploma – Health and Social Care

This qualification is supported by Skills for Care, the sector skills council for the adult care sector in England. The qualification content is appropriate for roles such as lead adult care workers and lead personal assistants.

Qualification upon completion  
**Level 3 Diploma in Care**

Topics include:

- Promoting communication
- Effective handling of information
- Promoting personal development
- Person-centred approaches
- Equality and inclusion
- Health, safety and wellbeing
- Responsibilities of a care worker
- Duty of care and promoting safeguarding and protection in care settings

### ILM Level 3 Management Programme

This course is ideal for individuals who have management responsibilities but no formal training and are serious about developing their abilities. It particularly supports practising team leaders seeking to move up to the next level of management and managers who need to lead people through organisational change, budget cuts or other pressures.

Qualification upon completion  
**L3 Diploma in Leadership and Management**

Topics include:

- Core management skills
- Management tasks - manage projects, lead meetings
- Motivating people to improve performance
- Managing change and innovation
- Communications skills
- Managing people and relationships
- Developing your leadership capabilities



# Get on at work

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**Worth progressing.**

## Progression Routes

There are always opportunities to progress to other courses to gain further skills and knowledge. The example below shows opportunities available for a learner who would like to develop their numeracy skills.

**1st**  
Course

Achieves Introduction to Maths

**2nd**  
Course

Achieves Functional Skills Maths L1

**3rd**  
Course

Progresses to Functional Skills Maths L2



# Apprenticeships

 eLearning available for all courses



**Worth the effort.**

## Work-based qualifications – meaning you work and earn.

- **Best start to work**  
Develop and gain relevant work-based skills, knowledge and behaviours.
- **How long**  
Takes between 1-2 years to complete. Some are the equivalent of a degree.
- **How much**  
Minimum wage for apprentice's is £5.28 per hour, although many employers pay more.

# Apprenticeships

For more info email [apps@richmondandwandsworth.gov.uk](mailto:apps@richmondandwandsworth.gov.uk)

## Early Years

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, reception classes or private childminder organisations. Areas that will be covered during the course include:

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

This qualification enables individuals to gain knowledge and skills that demonstrate their ability to promote a safe and progressive environment for children.

Duration of apprenticeship  
**12 to 18 months**

Apprenticeship standard gained on completion  
Early Years Practitioner (L2)  
Early Years Educator (L3)

**“Beyond the educational benefits, courses provide a vibrant social environment. You’ll have the chance to meet like-minded individuals, share ideas, and build meaningful connections.”**

## Teaching Assistant

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:

- Understanding how pupils learn and develop
- Working with teachers to understand and support assessment for learning
- Keeping Children Safe in Education
- Communication and team work
- Problem solving/ability to motivate 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.

Duration of apprenticeship  
**12 to 18 months**

Apprenticeship standard gained on completion  
Teaching Assistant (L3)





# Apprenticeships

For more info email [apps@richmondandwandsworth.gov.uk](mailto:apps@richmondandwandsworth.gov.uk)

## Health and Social Care – Adult Care

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

- Treat people with respect and dignity and honour their human rights
- Communicate clearly and responsibly
- Support individuals to stay safe from harm (Safeguarding)
- Work professionally and seek to develop their own professional development

This 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.

Duration of apprenticeship  
12 to 18 months

Apprenticeship standard gained on completion  
Adult Care Worker (L2) or Lead Adult Care Work (L3)

## Management – Team Leader / Supervisor (L3), Operational Management (L5)

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:

- Leading people
- Managing people
- Building relationships
- 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.

Duration of apprenticeship  
12 to 24 months

Qualification upon completion  
Level 3 Team Leader / Supervisor  
Level 5 Operational Management

**“Enrolling has reignited my passion for learning, allowed me to discover my purpose beyond being a mother and a wife, and equipped me with valuable skills for personal and professional growth.”**



# Apprenticeships

## Customer Service

The role of a customer service practitioner/specialist is to deliver high quality products and services to the customers of their organisation. This Apprenticeship offers an opportunity to develop core skills and knowledge regarding different aspects of customer service including:

- Interpersonal skills
- Communication
- Personal organisation
- Influencing skills
- Dealing with customer conflicts and challenges
- Team working

This programme is suitable for roles where your core responsibility is to provide a high quality service to customers from the workplace, digitally, or through going out into the customer's own locality.

Duration of apprenticeship  
**12 to 18 months**

Apprenticeship standard gained on completion  
**Customer Service Practitioner (L2)**  
**Customer Service Specialist (L3)**

## Business Administrator

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:

- Record and document production
- Interpersonal skills
- Planning and organisation
- Project management
- Communications

This programme 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.

Duration of apprenticeship  
**12 to 18 months**

Apprenticeship standard gained on completion  
**Business Administrator (L3)**

# Employers



## Employing an Apprentice? It's worth staying informed.

If you are considering employing an Apprentice or wish to enrol an existing team member onto the scheme, we have a section on our website designed for employers and 'A Guide to Apprenticeships - Employer Handbook'.

The image shows the cover of a handbook. At the top left is the 'Wandsworth Lifelong Learning' logo, which includes a stylized 'W' with 'WORTH' written vertically inside it. To the right is the 'Wandsworth' council logo with the tagline 'THE BRIGHTER FUTURE'. The main title 'A Guide to Apprenticeships' is in white on a dark blue background, with 'Employer Handbook' below it. A large, stylized white 'W' is the central graphic, containing a photograph of three people (two women and one man) looking at a document. The text 'Worth it.' is written vertically along the right side of the 'W', and 'Worth its weight.' is written horizontally at the bottom of the 'W'.

## New to the UK

## English for Speakers of Other Languages (ESOL)



Make a great start in your new country

Worth exploring.



Free ESOL Courses: English for Speakers of Other Languages

Worth a try.

Improve Your English

### Arriving in the UK

For further info:

e: [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

Wandsworth Council Lifelong Learning offers a range of short courses to support new arrivals to the UK who are seeking employment, wish to improve their wellbeing.

Courses include:

- Basic spelling for home and work
- Conversation class for home and work
- Develop your grammar skills for home and work
- How to find employment opportunities

### English for Speakers of Other Languages (ESOL)

To find out more about our ESOL courses please email:

e: [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

For more details on each course, visit:

w: [wandsworthlifelonglearning.org.uk/guide/esol/](http://wandsworthlifelonglearning.org.uk/guide/esol/)

ESOL courses are aimed at learners who want to improve their speaking, listening, reading and writing English skills. They help to develop and improve everyday communication skills and enable progress into employment or further learning. Courses are delivered from the classrooms at our centre at East Hill, SW18 and from various locations in the borough of Wandsworth.

There are no entry requirements; applicants will be given an interview and initial assessment before the course to determine their level of ability. They will also be given advice and guidance for placement on the most suitable course.

**Conversation Classes:** Focusing on different topics each week to help learners practise using the English language.

**Basic Literacy:** Learners will gain confidence, improve their skills and progress to a non-accredited course.

**Non-Accredited Introductory Courses:** Learners will start at the level that matches their current ability and progress to an accredited course.

**Accredited ESOL Courses:** These courses are delivered at four different levels and learners may achieve nationally recognised qualifications in reading and writing English.

# Family Learning

# Work Experience



Inspire a love of learning in family life

Worth bringing home.



**BEST:**  
Business & Education Succeeding Together

Worth your best.

Improve Your  
**Employability Skills**

## Family Learning

For further info:

e: [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

Families come in all shapes and sizes; each one is unique. We believe in a broad and inclusive definition of family which includes parents, carers, guardians, grandparents, other relatives, chosen family and of course, children and young people. Family learning has significant impacts for children, adults, and the wider community. It can help families tackle disadvantage, improve their life chances. and allows parents, carers or guardians to find out how their children learn and understand how to better support them.

Offering:

- Introduction to Phonics
- Preparing your child for reception
- Understanding Autism in Children and Adults
- Helping with maths homework at KS2

## Business & Education Succeeding Together (BEST)

For further info or to find out how you can get involved, contact the BEST team:

t: 020 8871 8630

e: [workexperience@richmondandwandsworth.gov.uk](mailto:workexperience@richmondandwandsworth.gov.uk)

w: [wandsworthlifelonglearning.org.uk/BEST](http://wandsworthlifelonglearning.org.uk/BEST)

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:

- Pre-16 Work Experience
- Post-16 Work Experience
- Extended Placements
- Work Experience Preparation
- Apprenticeship Awareness
- NEET Support
- Pre-Placements Checks





# Health & Wellbeing

 eLearning available for all courses



**Worth your time.**

**Good mental health and wellbeing is key to living a full, healthy and happy life.**



# Health & Wellbeing

Register online at [wandsworthlifelonglearning.org.uk](http://wandsworthlifelonglearning.org.uk)  
For more info email [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

## Self-Care

A short course focusing on self-care and how to deal with anxiety and stress.

The course will cover:

- Healing practices
- Reflection and discussion to support how we can take care of ourselves better physically, mentally and emotionally

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## Mindful Living

A short course focusing on self-care and how to deal with anxiety and stress.

The course will cover:

- Yoga
- Meditation
- Breathwork
- Self-reflection

**“Approaching mental health like we do physical health and building it into our daily routine pays great dividends and has been life-changing for me.”**

## Introduction to Mental Health and Wellbeing

Understanding mental health and wellbeing has never been more important. This course aims to assist learners in their personal growth and to prove them with an understanding of their own mental health and how to manage it effectively.

Qualifications achieved upon completion:

**L1 Award in Introduction to Mental Health and Wellbeing, L2 Award in Introduction to Mental Health and Wellbeing**

The course will cover:

- What is meant by mental health and mental ill health
- How to take care of your own mental health and wellbeing
- How to provide support to family and friends for their mental health
- Sources of support for mental health and wellbeing



# Sustainability Courses

 eLearning available for all courses



**Worth protecting.**

**Worth it.**

**Sustainability improves the quality of our lives, protects our ecosystem and preserves natural resources for future generations. WCLL is supporting by providing courses to help people implement simple sustainability measures in the workplace and at home. New courses will be added throughout 2023/24.**

# Sustainability Courses

 eLearning available for all courses

## Go Green – Introduction to Sustainable Living

This straightforward and informative 'Sustainability for Everyday Living' course will guide you on how you can make greener decisions and become a 'Green Champion' at home and at work.

The course will cover:

- How we can reduce our carbon footprint through our food
- How we can make a difference through our choice of Travel
- Understanding energy and greener living
- Thinking "green" through our lifestyle choices

## Sustainability in Business

Designed for small and medium-sized business owners or employers who are looking for ways to be more sustainable at work this course will teach you the fundamental principles of Net Zero, Environmental, Social and Governance (ESG) frameworks, carbon emissions and what you as a business owner or employer can do to be more sustainable.

The course will cover:

- Net Zero and how it affects your business
- What is ESG?
- How being more sustainable can affect your bottom line
- Creating an "Impact Report"

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## Environmental Sustainability

These qualifications are designed to give learners knowledge and understanding of the basic principles of sustainability and environmental impacts.

Learners are introduced to:

- The key issues of sustainability
- Awareness of environmental impacts
- How to make sustainable choices

Qualifications achieved upon completion:

**Level 1 and 2 Award in Environmental Sustainability**





# Community Learning

 eLearning available for all courses



**Worth going for.**

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

# Community Learning

## → Wandsworth Lifelong Learning

Courses delivered directly by Wandsworth Lifelong Learning, held at venues across the borough. Courses include English, Maths and ESOL (English for Speakers of Other Languages), alongside Personal Development and Employability Skills.

## → South Thames College

A range of courses in employability, personal development and health and wellbeing.

## → Wider Partnership

Courses available through our wider partnership with organisations who support a wide range of learners in the community and voluntary sectors.

**“I will use these skills every day to better my day-to-day life.”**

 eLearning available for all courses

## Wandsworth Council Lifelong Learning

t: 0208 8871 8055

e: [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

Wandsworth Council Lifelong Learning provides a number of courses through direct delivery, with courses being delivered at venues across the Borough. These courses are designed for those furthest away from learning and/or employment and are delivered at a number of locations.

For further information please contact a member of the Lifelong Learning team (details above).

Courses include:

- **English for Speakers of Other languages (ESOL):**  
Accredited and non-accredited courses at all levels
- **English, Maths and ICT:**  
Non accredited and accredited stepping stones pre-functional skills courses

Entry to these courses is subject to interview and initial assessment to determine levels of ability – please see information on how to book an assessment on page 35.





# Community Learning

 eLearning available for all courses

## Deaf First

Oak Lodge School, 101 Nightingale Lane, SW12 8NA

t: 020 8673 3453 / 07568 230681

e: shillyar@oaklodge.wandsworth.sch.uk

Deaf First provides courses for deaf or hard of hearing adults. They also offer support in educational settings by providing communication support workers, note-takers or lip-speakers.

Courses provided in partnership with Lifelong Learning include:

- English skills for life and work
- Maths Functional Skills
- Employability
- Introduction to the Hospitality Industry
- Health and well-being

For more info contact Sue Hillyar.

## South Thames College

Wandsworth Campus, Wandsworth High Street, SW18 2PP

Tooting Campus, 71 Tooting High Street, SW17 0TQ

t: 020 8918 7777

e: info@south-thames.ac.uk

[www.south-thames.ac.uk](http://www.south-thames.ac.uk)

The School of Adult and Community Learning at South Thames College provides learning opportunities for learners aged 19+ to support individuals through the promotion of Personal Development, Well-being (Physical, Economic, Social, Emotional) and Employability Skills. There are over 600 short courses for adults available Mondays to Saturdays, and courses run during the day and evenings.

Courses you can choose from include:

- Essential Digital Skills
- Excel – The Basics
- Power Point for Professional Users
- ESOL Literacy – Handwriting Skills
- ESOL – English Pronunciation – Connected Speech
- Maths Challenge Workshop
- Getting into Community Interpreting
- Getting into Volunteering
- Introduction to British Sign Language Interpreting
- Introduction to Teaching Assistant
- Career Matching Workshop
- Creating a LinkedIn Profile
- Employment Support – Interview Skills
- Green Fingers – Small Space Gardening
- Money Management Workshop
- Sewing – Hand Stitching Alterations and Repairs
- Getting Started With Yoga – 60+
- Stay active with: Walks and Visits of London
- Getting Started with Art and Craft



# Community Learning

 eLearning available for all courses

## Katherine Low Settlement

108 Battersea High Street, SW11 3HP

t: 020 7223 2845

e: [fran@klsettlement.org.uk](mailto:fran@klsettlement.org.uk)

Katherine Low Settlement (KLS) is a charity that has been serving Battersea and the wider Wandsworth community since 1924. Dedicated to building stronger communities and engaging people to challenge and find ways out of poverty and isolation, KLS run a range of projects to support children, young people and their families, older people and refugee communities. KLS also recognises other expert local charities and community groups working with, for example, disabled people and mental health users and invite them to operate from their premises. KLS

work with 45+ charities and community groups supporting more than 1,000 people each week.

Courses provided through partnership with Lifelong Learning include:

- Maths at two levels (non-accredited leading to accredited)
- Introduction to digital skills for practitioners

For more info contact Fran Jukes.

## Ripe Learning

Bricklayers Community Centre, Kingsley Flats, Kingsley Square, Old Kent Rd, SE1 5XB

t: 020 3601 2212 / 07999 478 185

e: [hello@ripelearning.com](mailto:hello@ripelearning.com)

Ripe Learning is a community learning provider supporting learners through the development of the English Language, Maths, Digital and Essential workplace skills they need in order to progress into further education, employment, career advancement.

Courses provided in partnership with Lifelong Learning include:

- Digital Skills
- Maths Functional Skills
- English Functional Skills
- ICT Functional Skills
- ESOL
- Digital Literacy
- Pre-Employment Training

## MIComputSolutions Ltd

MI Skills Development Centre, 47a Bellefields Road, Brixton SW9 9UH

t: 020 7501 6450

e: [training@micomputsolutions.co.uk](mailto:training@micomputsolutions.co.uk) / [john.j@micomputsolutions.co.uk](mailto:john.j@micomputsolutions.co.uk)

MI ComputSolutions also known as MI Skills Development Centre (MISDC) is a community training provider delivering basic and vocational skill programmes (including English, Maths, digital skills and employability support) to the most disadvantaged communities in South London, through a range of short-term, socially-focused programmes. MISDC's mission is to improve the career, economic independence, social mobility and health opportunity of individuals through inclusive and life-long learning

that: transforms life; enhances learners' employability and embodies collaborative working with partners.

Courses provided through partnership with Lifelong Learning include:

- Accredited courses in English
- Accredited courses in Maths
- Accredited courses in ESOL

For more info contact John Johnson.



# Worth celebrating.

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



Worth shouting about.



## Have-a-Go Month

During the month-long event in September, 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.



## Wandsworth Lifelong Learning Awards

Every year we acknowledge the success of our learners in Wandsworth, with an award ceremony.

## Gallery



# Our values

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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



Worth working together.



SUPPORTED BY  
**MAYOR OF LONDON**





# Wandsworth Lifelong Learning

wandsworthlifelonglearning.org.uk



Learning available  
onsite or online



## Worth a visit

Wandsworth Council Lifelong Learning:

Gwynneth Morgan Centre  
52 East Hill  
London SW18 2HJ

t: 020 8871 8055

e: [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

For more information about learning opportunities across London please visit  
[www.hotcourses.com](http://www.hotcourses.com)

## Worth following:

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

 [twitter.com/WBCLLearning](https://twitter.com/WBCLLearning)

 [linkedin.com/company/wandsworth-lifelong-learning](https://www.linkedin.com/company/wandsworth-lifelong-learning)

 [instagram.com/wandsworth.lifelonglearning](https://www.instagram.com/wandsworth.lifelonglearning)

