



# Wandsworth Council Lifelong Learning

Impact Report  
2022-2023



Wandsworth  
Lifelong Learning 

# Welcome

I am delighted to introduce the Wandsworth Council Lifelong Learning Impact Report for the 2022/23 academic year.

The Lifelong Learning team continues to grow and develop a comprehensive online learning offer for young people and adults, with physical classes operating from the Gwynneth Morgan Centre in East Hill. Other partners and commissioned providers enable the service to offer high quality learning opportunities from multiple sites across the borough.

Annually, over 2,000 adults are funded from the Adult Education Budget and this work covers everything from helping those whose first language is not English, supporting adults to develop the skills for work and helping people to progress in work. It's particularly pleasing to see that there are learners of all ages on our adult learning programme, with the youngest learner aged 20 on an English for Speakers of Other Languages (ESOL) programme, and an 88-year-old adult learner who attended a digital workshop.

Our work with refugees who are new to the UK continues to grow and we have been quick to establish courses that provide appropriate support and provision across the borough.

Helping young people to understand the world of work and make good career choices is supported by our work experience programme. Over 1,600 young people accessed the programme delivered by our Business & Education Succeeding Together (BEST) team which has now been in existence for 30 years. I have had the opportunity to meet with some of the students who benefited from work experience this year. Equally important are the employers who commit resources to offer high quality placements, helping to shape the future workforce.

I was delighted to take part in National Apprenticeship Week and hear the experiences of young apprentices. I was really pleased to meet Gina Hayes who was an apprentice in Children's Services last year. She has now



Councillor Kate Stock, Cabinet Member for Children with Gina Hayes

secured a permanent role as a Business Support Officer in the Council.

I hope you enjoy reading about the work that has taken place. The Impact Report is brought to life by the case studies and comments from learners, tutors and employers.

As Cabinet Member for Children, I would like to thank everyone who has contributed to our work in Lifelong Learning. I'm really looking forward to the year ahead as we continue to provide the best possible offer to young people and adults.

**Councillor Kate Stock,**  
Cabinet Member for Children, Wandsworth Council.





## Learner of the year

Wandsworth Council Lifelong Learning Learner of the Year, Nagwan Usama Elfiky, successfully completed a number of accredited and non-accredited AEB courses

Nagwan has been an inspirational role model. She has a degree in Electronics & Engineering and had been away from the workplace, concentrating on her family and caring responsibilities. Nagwan's children introduced her to the courses available from Wandsworth Council Lifelong Learning (WCLL), through communication from their school.

Nagwan attended a number of courses during the pandemic, continuing her learning journey, and has attended the following courses: Customer Service L1 & L2, English Functional Skills L1 & L2, Counselling Skills L1 and L2, Team Leading, L1 and L2 Award in Introduction to Mental Health Awareness, Mentoring, Introduction to Child Development and Level 2 Teaching Assistant. A substantial list.

Nagwan said:

**“...as my children grew older, I began to feel a void in my own personal development. Life was moving forward at a rapid pace, and I felt left behind.**

**I have always had a passion for learning and expanding my knowledge... It was during this time that my children's school shared a link to Wandsworth Lifelong Learning with me. This marked the beginning of my journey and my eagerness to learn more.”**

Nagwan was particularly drawn to the courses which helped develop her people skills, and more specifically, has found a talent to support and mentor others. Nagwan is currently looking at how to launch her own business.

**“My journey of learning and personal development is still ongoing, and I couldn't be prouder of myself. My children also take pride in my achievements. I have been able to support their studies at school.”**



Nagwan Usama Elfiky

To hear directly from Nagwan about her passion for learning, click [here](#).

Nagwan was delighted to meet Children's Services Director, Ana Popovici, who surprised Nagwan with the news that she was the Wandsworth Lifelong Learner of the Year 2023. The moment was caught on film and can be viewed [here](#).

# How Did We Do?

## Wandsworth Council Lifelong Learning at a Glance

<b>2,248 Adult Learners</b> funded through the Adult Education Budget (AEB)	<b>434 enrolments</b> on Multiply, the first skills programme launched through the UKSPF	<b>Awarded</b> the Mayor of London's Skills Academies <b>Quality Mark</b> for Digital Provision	<b>Working</b> as part of <b>2 Erasmus Partnerships</b>
<b>5,389 enrolments</b> meaning that a high number of adults enrolled for <b>more than one course</b>	<b>£2.8 million INCOME</b> <b>OFSTED</b> rated us as <b>GOOD</b>	<b>Provided support to 152 refugees</b> accessing ESOL and preparation for employment courses	<b>Matrix accreditation</b> for Information, Advice and Guidance (IAG) services
<b>1,357 enrolments - up 107%</b> on the previous year	<b>Successful partnership delivery</b> with 6 commissioned providers	<b>98%</b> graded their overall experience as a learner at Wandsworth Lifelong Learning as <b>Excellent (81%) or Good (17%)</b>	<b>European Social Fund (ESF) -</b> Delivery partner in <b>1 Digital</b> and <b>3 Hospitality</b> projects
<b>34 students with an EHCP</b> accessed work experience with local employers	<b>93% overall achievement</b> rate on AEB programmes	<b>Apprenticeship delivery</b> in <b>4</b> subject areas	<b>Delivery partner</b> in <b>2 Adult Education Budget Good Work for All</b> Contracts

# Working across multiple funding streams to contribute to national, regional and local priorities

## Wandsworth Council's priorities:

### A fairer Wandsworth

To make Wandsworth fairer we will:

- Work towards ensuring all local people have a genuinely affordable place to call home
- Support residents who are impacted by the cost-of-living crisis and COVID-19

### A compassionate Wandsworth

To make Wandsworth more compassionate we will:

- Be a compassionate Council that truly listens and is ambitious for all.
- Create safer neighbourhoods where communities feel confident and protected and victims and survivors are supported.

### A more sustainable Wandsworth

To make Wandsworth more sustainable we will:

- Tackle climate change by working together with our residents, businesses and communities and will be carbon neutral as a council by 2030.

The curriculum is agile and takes account of national priorities, particularly in areas such as digital, English and maths. It is also responsive to fast changing circumstances such as Covid, cost of living and work with refugees. Work is also aligned to the Mayor's [Skills Roadmap for London](#) and the [London Local Skills Improvement Plan](#) which outline London-wide priorities.

## Vision & Mission

### Wandsworth Council Lifelong Learning mission statement

All Wandsworth residents will have access to a wide range of high-quality learning opportunities in a safe learning environment. Provision will be responsive, flexible and held at times and in places designed to meet the needs of learners, employers and the local community.

The Lifelong Learning team aims to improve the employment skills, career development, the quality of life and well-being of residents in the borough, making Wandsworth a vibrant, prosperous learning community.

### Wandsworth Council Lifelong Learning priorities

- 1 To lead and manage high quality learning.
- 2 To increase the number of learners achieving and gaining qualifications.
- 3 To meet the needs of individuals, communities and employers in Wandsworth to support effective pathways to employment.
- 4 To widen participation in learning.
- 5 To link adult skills and community learning to other key strategies and initiatives.

## A bit more about the make-up of learners in Wandsworth and their courses

**Good participation** of ethnic minorities in **non-accredited community learning (62%)** and **accredited provision (55%)**

**Good Participation of learners** with a disability and/or learning disability in both **non-accredited community learning (21%)** and **accredited learning programmes (25%)**

**Participation of learners** aged 50+ improved in **non-accredited learning (35%)** and **accredited learning (23%)**

**27% of learners** are from areas of deprivation

**81% of learners** on non-accredited community learning are female

**Apprentices are aged** between 16 and 56, with 4 who are aged 50+

**Those on accredited classroom courses** are aged 19 to 71 years, with **211 learners aged 50+** and **253 ESOL learners**

**In non-accredited community learning**, **40%** of enrolments were in English, maths and ESOL, **28%** in Digital and **18%** in pre-employment training

“Learners and apprentices are proud to be part of Wandsworth Lifelong learning. From the time they arrive for their course, they feel that staff are there to support and help them.

For many learners, attending a course helps to reduce their isolation, build their confidence and improve their wellbeing.

OFSTED REPORT”



# Adult Education, Apprenticeships and much more

Through Adult Learning, there is a varied curriculum with courses starting at entry level through to Level 5, with a high demand in the following areas: - Customer Service; Management; ICT; ESOL; English; maths; Health and Social Care; Mentoring and Counselling. Bespoke numeracy programmes are delivered through Multiply, funded by the UK Shared Prosperity Fund (UKSPF).

## Apprenticeships

The Service offers apprenticeships to existing council staff members and new entrants to the labour market in the following subjects: Customer Service (L2/3); Business Administration (L3); Management (L3/5); Early Years (L2/3); Teaching Assistant (L3); Adult Care (L2/3); and Coaching (L5). Additionally, there are standalone qualifications in the following areas: Counselling (L2); Information Advice and Guidance (L2); Teaching Assistant (L2/3); Health and Social Care (L3) and Management (L3).



Pictured left is Sophie Lawton who is an apprentice at the Katherine Low Settlement in Battersea. Sophie participated in the Service promotion of National Apprenticeship Week and to find more about her experience of apprenticeships you can see her film [here](#).

## Working With Local Employers

We work with employers and employees to enable individuals to keep up to date with skills and to progress in work. We have worked closely with the NHS, St George's Hospital, promoting learning opportunities to staff and potential staff. Julie Quinn, Learning and Development Lead for St George's Hospital said:



Councillor Juliana Annan, Mayor of Wandsworth meets with adult learners at the Gwynneth Morgan Centre

"Our staff have been inspired by their Wandsworth Lifelong Learning training. The chance to offer training to all of our staff has been much appreciated, and for many staff this has been the gateway into other learning.

I am very grateful for all of the help and support Joss and her team provide to us at St George's, it has been a very positive experience including open



mornings, lots of different topics being offered, tailored courses, and a willingness from both tutors and staff to make learning personalised."



The adult learners and staff involved in the e-Advantage project.

### European Social Fund (and similar)

Another key feature of the Service has been the ability to access additional development monies such as the European Social Fund (and similar), to collaborate and innovate new projects, and to deliver interventions that support individuals and businesses.

Several projects came to an end during the 22/23 academic year. One of the projects which made a big impact was e-Advantage that supported mature women to develop their business ideas, often proving that 'age' can be an advantage.

Another was Pan Out which raised the profile of careers in the hospitality industry and allied industries. The Service organised work experience for young people, and worked with lead partner, Rinova, to connect with schools and key employers in the hospitality industry.



Pictured here, students and teachers from Oak Lodge, and partnership colleagues from Rinova and Mission Kitchen.



# Matrix Accreditation

The Matrix Standard is the Department for Education's (DfE) standard for ensuring the quality of delivery of high-quality information, advice and guidance. The DfE supports the Matrix Standard as the quality framework for accrediting information, advice and guidance contracts including the National Careers Service, its subcontractors and other services delivered on behalf of the Education Skills Funding Agency.

It helps providers to improve their services by benchmarking against best practice and it offers accreditation to those that meet the full standard.

Wandsworth Council Lifelong Learning has consistently maintained a high standard over the years, demonstrating progress with each assessment. The Service has an extensive report from the latest evaluation conducted in September 2022. Additionally, an annual review is conducted to evaluate the ongoing development of the Service's practices.

## Feedback from Adult Learners – what you told us...

- 98% graded their overall experience as a learner at Wandsworth Lifelong Learning as Excellent (81%) and Good (17%).
- 97% felt that the course met their expectations/personal objectives for enrolling.
- 99% felt that they were treated fairly and with respect by all staff.
- 99.5% felt they were safe whilst on their course.
- As a result of attending the course: 39% developed new interests; 74% learnt new skills that will help them in the future; 66% developed skills that will help make changes in their lives; 49% feel more positive about the future; 31% have set clear goals and ambitions for themselves; 48% feel more self-confident; 26% have improved their sense of wellbeing; 26% feel they have improved their employability skills; and 19% feel their confidence with Digital Skills has improved.
- 71% progressed to further learning: 4% into an Apprenticeship and 3% into a Traineeship.

In the report's conclusion it states:

“The assessment was brought to life by a workforce which is passionate about providing a first class IAG service to its highly diverse cohort of local residents.

The overall impression gained is of one holistic service that comprises many parts, all of which unite to achieve positive learner outcomes.”



Dustine Davis, Information, Advice and Guidance Advisor at Lifelong Learning.

## Partnerships are key

In addition to courses delivered directly by the Wandsworth Council Lifelong Learning team, the Service works with quality assured commissioned providers, through the Adult Education Budget, to deliver the following:

### WCLL Adult Education Contract

Provider	Content of Provision
<b>Wandsworth Council Lifelong Learning (WCLL)</b>	Our direct delivery provision consists of employability courses, ESOL, Functional Skills English, Maths, ICT, Professional Learning, Health & Wellbeing.
<b>Deaf First</b>	Life skills courses for people who are deaf or hard of hearing. The curriculum includes English, Maths, ICT, Hospitality, Health & Wellbeing courses.
<b>Katherine Low Settlement</b>	Community projects support children and their families, older people, newly arrived communities, and work to support unemployed people. KLS provide courses on behalf of WCLL to help people improve their English for Speakers of Other Languages (ESOL).
<b>MI ComputSolutions</b>	Provision is designed to meet the needs of priority groups. This includes learners with no or low-level qualifications, or who lack Maths and English skills, including those whose first language is not English.
<b>Ripe Learning</b>	Ripe Learning delivers accredited Digital Skills, ESOL, Pre-employment Training, English and Maths.
<b>South Thames College</b>	Supports individuals through the promotion of physical, economic, social and emotional well-being, personal development and employment skills. Courses cover: non-accredited ESOL; life skills; wellbeing; arts and crafts and foreign languages.
<b>Wandsworth City Learning Centre</b>	Courses to support the development of essential digital skills and insights into new technology.

“Because of effective partnerships, learners can find courses that help them gain skills for employment and personal development that are taught in their local community.”

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## We value leading a partnership and we enjoy contributing to a partnership

Here's a bit more info about that work.

### **European Social Fund – the service is a sub-contract provider on the following contracts:**

Lead Provider – Rinova Ltd  
Contracts - Pan Out 2, Progress into Hospitality, Hospitality Pathways and Head 2Work.

### **Good Work for All Contracts**

**WCLL is a sub-contracted provider in 2 different contracts/partnerships.**

One led the Workers' Educational Association (WEA) and another by Westminster Adult Education Service (WAES).

### **Westminster Adult Education Service (WAES) Digital Hub**

WCLL is a subcontracted provider

### **ERASMUS**

**E-advantage** – the service is the lead partner on e-Advantage, creation of a digital e-community to match women aged 50+ who are disadvantaged in the labour market to business mentoring and other resources.  
Other partners are:

**West Creative** marketing and design agency (London),

**Educa** Training and business language centre (Czech Republic),

**Consorzio ABN** Social welfare network (Italy),

**L'Alqueria** Education network (Spain); and,

**SPEKTRUM** Education and Training Centre (Romania).

### **ERASMUS**

**BRIDGE – ESOL Language Clubs led by Consorzio ABN - social welfare network (Italy) -**

this project has developed a framework to support tutors and learners in informal settings  
[www.bridgemigrants.eu](http://www.bridgemigrants.eu).

Other partners include: WCLL;  
Cukorova University (Adana, Turkey);  
Folksuniversitetet, (Malmo, Sweden),  
Xano (Valencia, Spain)



## Working in Partnership with Westminster Digital Hub



### Introduction

Launched in January 2022, the Westminster Digital Hub is an exciting and innovative initiative that forms part of the Mayor's Skills Academies Programme. It brings together a diverse range of training providers, digital employers, local authorities, and third sector organisations in a collaborative effort to help Londoners find rewarding employment in the ever-growing digital sector. By fostering partnerships and leveraging the resources of multiple stakeholders, the Digital Hub aims to create opportunities for individuals to secure good, well-paid jobs in this rapidly evolving field.

### The Digital Hub's Reach

The Westminster Digital Hub extends its influence across four London boroughs: - the City of Westminster; Wandsworth; Camden and the Royal Borough of Kensington and Chelsea. This wider approach allows the Digital Hub to have a broader impact, reaching a larger pool of potential candidates for digital jobs and bridging the skills gap in multiple communities.

### Meaningful Work Experience

The key contribution made by Wandsworth Council Lifelong Learning within the Digital Hub initiative has been the delivery of meaningful work experience opportunities for adult learners enrolled for digital courses. This practical aspect of learning provides individuals with invaluable first-hand exposure to the digital industry and equips them with the necessary skills and confidence to pursue promising careers.

## Success Story: Sagar Solanki

An inspiring example of the positive impact of the Westminster Digital Hub can be seen through the journey of Sagar Solanki, a former researcher who participated in the Amazon Web Services (AWS) re/Start in Cloud Computing programme with Westminster Adult Education Service (WAES). Through his dedication and involvement in the Digital Hub, Sagar experienced a significant transformation, both in terms of his IT skills and employment prospects.

By immersing himself in the AWS Cloud Computing course and engaging with the opportunities provided by the Digital Hub, Sagar was able to significantly enhance his IT skills.

Thanks to his newfound proficiency and the support provided by the Digital Hub network, Sagar successfully secured a position with the prestigious London Grid for Learning. His journey from Researcher to a role in an esteemed organization illustrates the transformative potential of the Westminster Digital Hub and its ability to connect individuals with fulfilling employment opportunities in the digital sector.

**“I would like to express my thanks to Wandsworth Council Lifelong Learning for securing such a rewarding work experience placement. This opportunity has been immensely beneficial to my personal and professional growth. I now have a progressive career with opportunities to support my family and engage in work that is fulfilling.”**

SAGAR SOLANKI



Mark Bentley (left) with Sagar Solanki (right)

Mark Bentley, Safeguarding and Cybersecurity Manager, for the The National Grid for Learning (LGfL) said:

“When we welcomed Sagar to his short placement, little did we know six months on we would still be working with him. However, his attitude, work ethic and interest in the subject meant that when we needed some temporary support, he was the obvious choice. The success of that further short-term contract has since led to him becoming a permanent part of the team with an exciting plan for him to develop his cybersecurity skills in the world of education and expand our ability to better serve the schools we work with.”

## Calling Employers

If you think you can offer work experience to a young person or adult in the digital sector (or in fact any sector) we’d really love to hear from you. We are always on the look-out for high quality placements for young people and adults. For further details on how we can work together contact

**Ashley Dunning at [Ashley.Dunning@RichmondandWandsworth.gov.uk](mailto:Ashley.Dunning@RichmondandWandsworth.gov.uk) or 020 8871 8627.**



## Work Experience

The Education Business Partnership (also known as Business and Education Succeeding Together - BEST) resumed the offer of physical work experience during 2021.

In 2022/23 a total of 14 schools participated in the work experience programme. This consisted of 5 Wandsworth secondary schools, x1 Wandsworth Further Education College, x1 Wandsworth Pupil referral Unit, x3 Wandsworth SEN schools, x1 SEN School from the Independent Sector, x1 school from the Independent Sector, and x2 schools from Lambeth.

The total number of students placed was 1,621. This is consistent with participation numbers prior to the pandemic. This is a particularly strong achievement as work placements are harder to identify with increased hybrid working and an increase in anxiety about work experience for some young people.



Shameika Eccleston from the Home Office, Croydon, with Romeo Gordon and Jean Tsobogny from Chestnut Grove School



Cabinet Member for Children Councillor Kate Stock is pictured with Burntwood School pupil Angela Rij

Shameika Eccleston from the Home Office, Croydon, pictured left with Romeo Gordon and Jean Tsobogny from Chestnut Grove School. Romeo and Jean were on placement with Shameika, who was impressed with both students, commenting on their positive attitude, willingness to learn and how they interacted with staff at the Home Office.

This year's work experience programme included 4 SEN schools who participated in the ESF project Pan Out 2. 34 students with an Education, Health and Care Plan (EHCP) accessed work experience with local employers.

The Service attended assemblies in 4 schools to provide better information to young people prior to their work experience. Celebration events have also been held in 3 schools with employers, councillors and senior members of staff awarding certificates and vouchers to students who have excelled in their work experience.



The Service has worked with young people from the Virtual School, supporting them into further education/training, work experience, and employment. One student was supported with her application to the Council and has secured a position in the Procurement Team. Another received support and is now working as a Dental Nurse apprentice and one enjoyed a work experience placement with Computers Inc.

The BEST Team also supported adult learners from Westminster Adult Education Service (WAES) to access work experience placements. Working as part of the Westminster Digital Hub, WCLL connected eight adult learners to placements that supported practical experience of the sector in order to improve progression to further learning and employment. All eight students have now progressed into employment.

## Calling Employers

If you would like to offer work experience to a young person, please contact [workexperience@richmondandwandsworth.gov.uk](mailto:workexperience@richmondandwandsworth.gov.uk) or call **020 8871 8633**.



Oak Lodge Assembly

“I really enjoyed my week. The people there were very welcoming, very nice they also gave you their points of view of how they got into architecture, planning, surveyor (land development) or marketing and not only in Avison young but also in BDP. The people in Avison Young would take time out of their day to talk to me, encourage me and advise me.”

KARLA CASTILLO, FROM SAINT JOHN BOSCO COLLEGE, ATTENDED A ONE-WEEK PAID WORK EXPERIENCE WITH COMMERCIAL REAL ESTATE COMPANY AVISON YOUNG



Lily, Betty and Santino at Oak Lodge

## UK Shared Prosperity Fund - Multiply

In November 2022, the Mayor of London Sadiq Khan chose Wandsworth to launch a major new programme, Multiply, to help thousands of Londoners learn numeracy skills.

The London Multiply Programme will support around 31,000 people with no or low numeracy skills through nearly 300 free courses across the capital. In Wandsworth there have already been 400+ enrolments and this figure is expected to reach over 1,000 during the next two years.

The programme has helped people with their household budgeting and supporting children with homework as well as enhancing skills to support future job prospects.

Deputy Mayor for Planning, Regeneration and Skills, Jules Pipe, visited Wandsworth Lifelong Learning's Gwynneth Morgan Centre to launch the programme and meet some of Wandsworth's adult learners taking part.

He also met the Council's cabinet member responsible for Education, Kate Stock, and discovered how Wandsworth is working closely with employers and community groups to deliver the innovative training.



Deputy Mayor for Planning, Regeneration and Skills, Jules Pipe and Joss New, Deputy Head of Lifelong Learning (left) attend a hybrid numeracy class.

“Many Londoners are struggling to get by due to the increase in inflation and energy bills. For those with low numeracy skills, this winter could be even more worrying. This funding will help Londoners get the numeracy skills and qualifications they need to progress into further learning and good jobs and ease the financial pressures that so many are currently facing.”

THE MAYOR OF LONDON, SADIQ KHAN

“It's fantastic to see the London Multiply Programme launch in Wandsworth, which will offer crucial support to borough residents and Londoners across the City.

Essential numeracy skills play an important role in helping people with everyday tasks such as budgeting, as well as for progressing in learning or work. It's great to see Wandsworth Lifelong Learning join other organisations across the city in offering this training, working closely with local communities and employers.”

WANDSWORTH COUNCIL LEADER SIMON HOGG



## Case studies

### WCLL Adult Learner, Chris Simper, studied Supporting Teaching and Learning in Schools Level 3

Chris was nominated as one of the learners of the year and is a Teaching Assistant at Franciscan School in Tooting.

He was nominated not only because he is dedicated to achieving the best possible outcomes, but also because he has such a positive approach to helping others in general.

Chris's tutor Samantha Ross said:

"I nominated Chris because he is empathetic and will go the extra mile to find out about vulnerable children and adults so that he can meet their needs. Chris is a supportive team member who steps up in times of need, ensuring that his team can deliver the learning and meet objectives. He's a keen learner and will take himself out of his comfort zone to progress and achieve.

Chris has taken a keen interest in child development and learnt about the theories of development. He quickly picked up on how they informed practice and has incorporated his learning in his work, as well as sharing the learning with a new apprentice. It has been a pleasure watching Chris's confidence grow as he gained new knowledge.

He has a thirst for equality and will go above and beyond to ensure that pupils can access the learning. He supports whole class activities as well as interventions and really comes into his own when supporting SEN learners, identifying their barriers and vulnerabilities, and removing them."

Chris was a Young Carer who supported, and still supports both parents. In addition, he also spends his weekends and own finances supporting people living on the streets of London. He makes sandwiches, snacks and takes bottles of water to hand out. He has encouraged others to



support his activities, and a number of colleagues have participated. He is currently trying to set up a charity.

Chris's efforts have not gone unnoticed, and he has been given additional hours and responsibility at the school. Chris has now taken the next step and is applying for a foundation teaching degree. Hear more from Chris and Sam [here](#).

**“ It has been a pleasure watching Chris's confidence grow as he gained new knowledge.”**

SAM ROSS, APPRENTICESHIP SKILLS COACH



## Alfonso Tammaro, Functional Skills, English and Maths at Level 2

Alfie is in full time employment working at a drugs and alcohol treatment service dealing with vulnerable and hard to reach clients.

Alfie is a brilliant example of someone who is working and fitting in essential studies at the same time. Building on these studies Alfie applied to the Open University to study for a degree in Mental Health Nursing.

Alfie has overcome his own personal challenges to concentrate on the future and his tutor had no hesitation for nominating him.

Hear more about Alfie's learning journey [here](#).

“Alfie is a brilliant example of someone who is working and fitting in essential studies at the same time.”

BILLI RAYT, FUNCTIONAL SKILLS TUTOR.



## WCLL Adult Learner, Stephen Bain, Supporting Teaching and Learning in Schools Level 3

Stephen is a Higher Level Teaching Assistant (HLTA) and has undertaken his STLS L3 diploma so that he can gain a qualification and upskill to a higher level. He is interested in becoming a child counsellor and demonstrates the high dedication needed to fulfil this role.

Stephen is deaf learner and supports SEND children and young people to achieve. Although he is fulfilling the role of a HLTA, Stephen has developed considerable knowledge through undertaking this qualification, such as complex safeguarding issues and learning about different age groups. His honesty is refreshing, and he is quick to volunteer when he has not fully understood, asking for further guidance, and developing his knowledge further.

Stephen's Skills Coach, Sam Ross said:

"Stephen is a dedicated team player who has a passion to support vulnerable children and young people to achieve. He embraces all learning opportunities and in addition to his current qualification, has taken on some complex child development training to build his knowledge, skills and behaviours to support the students and further develop his career.

He has been extremely patient with me as a skills coach. We have mostly been communicating through a BSL interpreter and this was a first for me. He picked up on me being nervous and supported me through being patient and making positive comments.

He has taken on additional leadership responsibilities at school and is interested in becoming a child counsellor".

To view Stephen's video, click [here](#).

**“ Stephen embraces all learning opportunities . ”**

SAM ROSS, APPRENTICESHIP SKILLS COACH





## Edlyn Honey Cruz, ESOL Speaking and Listening L1, ESOL Award Writing Level 1

Lifelong Learning can be an important focus when life is challenging.

Honey has excelled and pushed herself to complete 2 accredited courses, ESOL E3 Writing Award & ESOL E3 Speaking & Listening Award and achieved both. She has now enrolled onto ESOL L1 Writing Award & ESOL L1 Speaking & Listening Award

Fauzia Ahmad, Quality Assurance Support Officer said:

“Honey is a conscientious and participative adult learner. Aside from her wonderful dress sense and style, Honey has an infectious smile and warm demeanour. She is keen to help her peers and is an overall lovely person.

Due to her personal circumstances, Honey has become more confident in expressing her views and opinions in class. Her unscripted conversational ability has enabled her to speak freely with members of staff. She has shown real strength in overcoming personal challenges to achieve academically”.

See Honey talking about her learning journey with ESOL tutor Elinor Brinsley, [here](#).

**“ Aside from her wonderful dress sense and style, Honey has an infectious smile and warm demeanour. ”**

FAUZIA AHMAD, QUALITY ASSURANCE SUPPORT OFFICER





## Yuliia Hodz, Team Leading and Conflict Management

Yuliia is from the Ukraine, and she has found that the courses offered by Wandsworth Council Lifelong Learning have helped to develop her language and interpersonal skills.

Yuliia juggles working full time to make sure she has time to learn new skills. In her video she talks with passion about how a positive attitude to learning brings new potential, including her ambitions for management in the retail sector. Watch Yuliia's video [here](#).



“Yuliia talks with passion about how a positive attitude learning brings new potential”



## Vithleem (Emmy) Tsantopoulou, Team Leading L2 & Positively Presenting Yourself, Public Speaking

Emmy is currently working St George's NHS Trust. Emmy accessed several courses which were aimed at developing essential interpersonal skills in the workplace.

She hopes her commitment to learning will enable her to progress, and she has a particular interest in becoming a trainer or an auditor.

To hear more from Emmy, you can access her film [here](#).



## Musarat Sadiq, ESOL Speaking and Listening Level 1

Musarat went from being shy and nervous, to empowered and confident while learning English.

Musarat is very proud that she's now able to be involved in parents evening, and her family are proud that she has been nominated for Learner of the Year!

To hear more from Musarat (pictured on the right) and her tutor Ifrah Sheik (left), watch this You Tube video [here](#).

“Musarat is very proud that she's now able to be involved in parents evening.”

## Ensuring Effective Governance Arrangements

The Wandsworth Council Lifelong Learning team is part of the Education Division within Children's Services. The Service objectives align with the Council's overall goals, specifically with regards to Children's Services, Adult Social Services, the Economic Development Office, Partnerships, and Libraries.

We have several key governance groups - the Lifelong Learning Monitoring and Advisory Group (LLMAG), the Lifelong Learning Development Group (LLDG), and the Business & Education Succeeding Together (BEST) Board. These groups ensure effective governance and maintain connections to the Council's strategic plans.

We value collaboration both locally and more widely. We actively engage with other London boroughs, particularly with colleagues from Lifelong Learning London Central (LLLC). Additionally, we greatly appreciate the support we receive from HOLEX, the leading professional body for adult community education and learning. HOLEX represents a network of over 130 adult community education providers. Their assistance is invaluable to us, and we extend our gratitude to them.

**Pictured on this page, Honey, Elinor and Chris with filmmaker Will.**



[WandsworthLifelongLearning.org.uk](https://WandsworthLifelongLearning.org.uk)

## **Worth a visit**

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