

Lifelong Learning Guide

Summer Edition



Worth it.

Worth a look.

**Apr-Jul
2025**

Welcome.



As Cabinet Member for Children, I have been delighted to work with the Wandsworth Council Lifelong Learning (WCLL) team and am pleased to welcome you to the new look 2024/25 Learning 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.

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 1,200 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 Children
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.

Our new look learning guide will be published termly and has been designed to give an overview of our featured courses for the term and act as a signpost to other courses that might be of interest. We are adding new courses all the time.

Whether you're a jobseeker or employer, are aiming to advance your career or just want to brush-up your skills or learn a new one, we're confident that you will find an accreditation or short course that will work for you.

Take a look through. We think you'll find it worth your time.

Worth following:

-  facebook.com/WandsworthLifelongLearning
-  x.com/WBCLLearning
-  linkedin.com/company/wandsworth-lifelong-learning
-  instagram.com/wandsworth.lifelonglearning

Contents

English, Maths & ESOL Page 06.

Getting into Work Page 10.

Get on at Work Page 14.

Apprenticeships Page 22.

Lifeskills & Wellbeing Page 26.

Digital Page 30.

Our Values Page 34.

Our Funders & Partners Page 36.



Worth it.

VIEW COURSES



English, Maths & ESOL

Learn to communicate more effectively, whether English is your first or second language, or further broaden your skills and confidence with a Functional Skills maths course.



Worth the climb!



Regaining confidence after resuming studies: Nicole's Journey

Why did you enrol for the courses?

Nicole had always encouraged her children to make the most of their education, yet she had never completed her own GCSEs. Realising it was time to practice what she preached, she decided to take the step herself.

Working as a student care assistant, Nicole had previous experience supporting children in schools and nurseries. However, her true ambition was to become a teaching assistant. When she discovered learning opportunities offered by WCLL, she saw a clear path toward achieving that goal.

What impact have the courses had on you?

Enrolling for the course was daunting at first. "I felt really nervous to go online" Nicole recalls. However, she quickly found reassurance in the supportive learning environment. "Everyone was amazing, and I spent every Tuesday for six months with the same people - I missed it when I finally qualified."

Starting with Functional Skills Maths Level 1, she aimed to build a solid foundation before progressing to Level 2. "Even if you think you're okay, it's great to start with a solid foundation," she says. The experience proved invaluable, helping her gain the confidence needed to advance.

Whenever Nicole faced difficulties, her tutor was always available to help. She said, "I would email my tutor, who was really great at getting back to me, giving me ideas and other resources to use". The homework and feedback were always constructive and helped her to grow.

Advice to others

Looking back, Nicole wishes she had started sooner. "If I could tell myself just under a year ago, I would say I should have done it sooner," she admits. She spent time searching for expensive GCSE courses when a free, high-quality option was available right in her borough.

Achieving these qualifications was life changing for Nicole. "It has helped me go from supporting as a student care assistant into the role I wanted—to be a teaching assistant,"

"It's definitely been the best thing I've done, and I'm not going to stop," Nicole affirms. She now plans to continue building her CV with more qualifications to advance her career in education.

Courses completed:

- Functional Skills Maths Level 1
- Functional Skills Maths Level 2

English, Maths & ESOL

→ The Benefits for Learners

Wandsworth Lifelong Learning offers courses in English, Maths, and ESOL (English for Speakers of Other Languages) to help learners gain essential skills for daily life, work, or further study. Whether improving your reading, writing, or numeracy, or learning English as a second language, these courses cater to all levels and ambitions.



English

English courses develop your communication skills for real-life situations, such as writing clear emails and speaking confidently in group settings. These courses are perfect for anyone aiming to improve their literacy for work, personal growth, or further study.

Maths

Maths courses emphasise practical numeracy, including managing household budgets, interpreting data, and solving everyday problems. These skills boost your confidence in handling numbers both at home and in professional environments.

ESOL

ESOL courses are designed for non-native speakers to build confidence in speaking, listening, reading, and writing. They help you in everyday interactions, from talking with colleagues to navigating public services and participating in your community.

With friendly tutors and tailored support, these courses help learners regain confidence and achieve their goals.

→ Course Highlights

English

Functional Skills English

Enhance your literacy for practical tasks like writing reports, understanding documents, or delivering presentations. (Entry 2, Entry 3, Level 1, Level 2)

Intermediate Grammar

Improve sentence structure, punctuation, and verb tenses to write effectively and clearly. (Mixed Level)

Develop Your Writing Skills

Learn to organise paragraphs and express ideas cohesively for personal or professional use. (Mixed Level)

Maths

Functional Skills Maths

Build confidence in practical applications like calculating expenses, analysing charts, and using measurements effectively. (Entry 3, Level 1, Level 2)

ESOL

Mixed Level Introduction to ESOL

Start with basic speaking and listening skills for everyday conversations and build towards fluency. (Mixed Level)

ESOL Reading & Writing

Develop skills for real-world needs like writing forms, reading instructions, and holding conversations. (Entry 1, Level 1)

ESOL Speaking & Listening

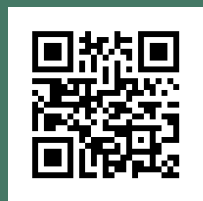
Focus on interactive communication, from asking questions to sharing information in different settings. (Entry 2, Entry 3)

These are just a few of the course highlights we offer. Explore our full range of courses online to find the perfect one for you.

Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course. Call 020 8871 8055, or visit our Gwynneth Morgan Centre, 52 East Hill, SW18 2HJ

Use the QR codes to register for each course online at: wandsworthlifelonglearning.org.uk





Worth it.

VIEW COURSES



Getting into Work

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

Employability skills, careers advice and awareness of workplace issues to help when applying for jobs.



Worth the boost!



Expanding knowledge to help others: Daniel's Journey

Why did you enrol for the courses?

Daniel chose the Food Safety and the Understanding Nutrition and Health courses to expand his knowledge of nutrition and its impact on daily life. He said, "I wanted to better understand the connection between nutrition and eating disorders so I could help and interact with those struggling with these issues."

Along with the Conversation Class - Employability Focus, he saw these courses as a stepping stone toward a potential career in the nutrition field.

What impact have the courses had on you?

Daniel's food safety courses improved his awareness of hygiene practices. He can now spot hazards, prevent cross-contamination, and understand proper food storage and personal hygiene. He also learned about UK food safety regulations.

"This knowledge ensures I maintain safe food-handling standards in daily life. The course will also benefit people who work in food businesses," he noted.

His experience with food safety led Daniel to learn more through the Understanding Nutrition and Health course. Daniel gained a better understanding of nutrition's role in overall health. It encouraged him to make healthier food choices, promote better eating habits within his family and community and make informed dietary decisions.

"I can confidently select balanced, nutritious options to support overall well-being," he said.

The conversation class helped Daniel strengthen his communication skills, particularly for job interviews and workplace interactions. He learned to prepare a CV, express his work experience clearly, and present himself confidently.

"The course equipped me with the confidence to engage in interviews and professional discussions," he explained. "I now feel prepared to present myself to potential employers."

Advice to others

Daniel's learning journey has deepened his knowledge and provided him with practical skills for both personal and professional growth.

He said, "Learning together is often more effective than learning alone," and believes engaging in class discussions and sharing experiences to improve learning. As further advice, he advises that "Taking notes and using assignments to review key concepts will help retain the knowledge covered in the course."

Courses completed:

- Food Safety Level 1 & 2
- Conversation Class - Employability Focus
- Certificate in Understanding Nutrition and Health

Getting into Work

→ The Benefits for Learners

Take the next step in your career with Wandsworth Lifelong Learning's courses designed to help you gain the skills, confidence, and knowledge needed to succeed. Whether you're starting out, returning to work, or exploring new opportunities, these courses provide practical tools and expert support tailored to your goals.



Job-Specific Skills

Learn to create CVs that stand out, practice interview techniques, and gain workplace skills like networking. These practical courses help you show employers your strengths and prepare you for real-world job opportunities.

Confidence Building

Feel more confident in professional settings. These courses teach you how to communicate clearly, present yourself well, and tackle challenges like interviews or team discussions with greater ease.

Career Preparation

Discover what you're good at and set goals for the future. Learn how to plan your next career move, grow your skills, and create opportunities that match your ambitions.

Learners have transformed their careers with these courses, gaining the confidence to succeed. Why not start today?

→ Course Highlights

Job Application Essentials

Build an Effective CV

Create a CV that highlights your skills and makes a strong impression on employers.

Preparing for Job Interviews

Learn how to present yourself confidently, answer questions effectively, and leave a lasting positive impression.

Networking and Personal Development

How to Network Successfully in Person

Develop strategies to build meaningful connections and expand your professional network.

Positively Presenting Yourself

Boost your success in the workplace by learning communication skills, personal presentation and how to become a valuable team player.

Career Confidence

Building Resilience & Empowering Women (BREW)

Focus on resilience and confidence-building for women returning to work or navigating career changes.

Building Confidence and Assertiveness Skills

Improve your communication and self-belief to tackle challenges and achieve professional goals.

These are just a few of the course highlights we offer. Explore our full range of courses online to find the perfect one for you.

Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course. Call 020 8871 8055, or visit our Gwynneth Morgan Centre, 52 East Hill, SW18 2HJ

Use the QR codes to register for each course online at: wandsworthlifelonglearning.org.uk





VIEW COURSES



Get on at work

Gain a nationally recognised qualifications to help you grow in your career, or undertake a tailored learning course to give you the confidence to grow in the workplace.



Worth the growth!



Gaining fresh insights and opportunities at work: **Lydia's Journey**

Why did you enrol for the courses?

Lydia's journey with Wandsworth Council Lifelong Learning (WCLL) began at a pivotal moment. As a confidence coach, mentor, and trainer renewing her skills became essential, especially with a new contract focusing on mentoring young care leavers. Lydia viewed the courses as an opportunity to not only improve her capabilities but also to gather fresh insights and strategies to assist her young clients with their career journeys.

Lydia also had words of praise for her tutor: "Donna...delivers training that is inclusive and practical. I gained a lot of value from each session and valued Donna's enthusiasm to make sure each learner got what they needed from the course."

Advice to others

Lydia experienced a blend of professional development and personal growth through her chosen WCLL courses. She would say to anyone considering a similar pathway, "My advice would be to go ahead and sign up and be clear about what you want to get from it."

What impact has the course had on you?

Lydia attended courses covering a range of subjects to consolidate her professional knowledge.

She found that the influence of the courses was multi-faceted, saying: "The courses I attended have helped me to think more creatively and be assured when working with young people that I am giving them the right advice around employability. It was also an opportunity to totally revamp my CV, so it was ready to go if required. I put myself forward for a freelance role I saw on LinkedIn, and I knew how to tailor it specifically so I would stand out. I was successful in being shortlisted and selected.

She added "Fully engage in the course – switch off all distractions and be ready to take notes." She found that a wealth of information is shared and it's important to capture this in a way that suits you best, allowing you to implement the strategies learned effectively in your professional life.

Lydia's story demonstrates that whether you're a seasoned professional or just starting out, Wandsworth Council Lifelong Learning offers valuable assets for anyone looking to develop their professional toolkit.

The course on developing your business sales has been helpful in providing a detailed structure to approaching sales conversations. I have referred to my notes from this session when putting myself forward for business opportunities and securing new clients."

Courses completed:

- Build an Effective CV
- Take the Fear out of Interview;
- Problem Solving & Decision Making;
- Conflict Management
- How to Develop Your Business Sales

Get on at work

→ The Benefits for Learners

Take your career to the next level with Wandsworth Lifelong Learning's professional development courses. These programmes are designed to help you build leadership skills, improve workplace effectiveness, and gain the confidence to thrive in your role.



Leadership Skills

Step into leadership with confidence. Develop essential management techniques like effective delegation, leading productive meetings, and supervising teams. These courses help you inspire others, boost team performance, and prepare for greater responsibility.

Workplace Effectiveness

Learn how to stay organised, communicate clearly, and maximise your impact. Courses cover practical skills like managing administration tasks, running efficient meetings, and developing a proactive mindset to succeed in busy work environments.

Specialist Expertise

Expand your career potential with targeted training in sectors like hospitality and advice and guidance. Gain recognised qualifications and valuable skills to stand out in competitive industries and deliver exceptional results.

Learners, such as those pursuing leadership in hospitality or careers advice, find they're better prepared to achieve their goals and grow professionally.

→ Course Highlights

Leadership and Management

First Time Manager

Provides essential tools for managing and making confident decisions. (Team Leading Principles Level 2)

Introduction to Management

An introduction to the principles of managing yourself and providing direction to team members.

Managing Problems in the Workplace

Learn the skills to effectively manage conflicts, creating a healthier and more productive work environment.

Workplace Effectiveness

Effective Listening

Master effective listening and learn key skills to strengthen relationships.

Introduction to Business Administration

Covers key administrative skills for fast-paced environments.

Industry-Specific Training

Hospitality Supervision & Leadership Principles

Prepares hospitality professionals for leadership roles, focusing on team management operations. (Hospitality Supervision and Principles Level 3 Award)

Advice and Guidance

For people already in a job, you can gain advanced and advisory skills for careers in house, HR, education, and more. (Advice and Guidance Level 3 NVQ)

These are just a few of the course highlights we offer. Explore our full range of courses online to find the perfect one for you.

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Courses Jan-Mar

→ Learning Opportunities

Welcome to your course guide for this term. From A-Z, our timetable lists all our courses starting between January and March, offering something for everyone, whatever your goals may be.

Not sure where to start? Our friendly team is here to help you find the perfect course to match your needs and ambitions.

It's definitely worth a look.

Drop-in and see us at:

Gwynneth Morgan Centre
52 East Hill
London SW18 2HJ

What you need to know:

- Courses are available in a mix of formats (on and offline, daytime and evening classes, and some have additional support opportunities)
- Courses are free, subject to criteria
- Full details available online or when booking the course



April / Early May 2025

Mindful Me No. of sessions: 3 Time: 10am-12noon Start: 25 April Gwyneth Morgan Centre	Intermediate Grammar No. of sessions: 6 Time: 12:30-2:30pm Start: 25 April Gwyneth Morgan Centre	Conflict Resolution No. of sessions: 1 Time: 1-3pm Start: 28 April Online	Build an Effective CV No. of sessions: 1 Time: 9:30-11:30am Start: 28 April Online
Introduction to Hospitality Level 3 No. of sessions: 1 Time: 9:30-10:30am Start: 28 April Online	Plan to Succeed at Interview No. of sessions: 1 Time: 1-3pm Start: 29 April Online	Introduction to Counselling No. of sessions: 1 Time: 9:30-10:30am Start: 29 April Online	Functional Skills English (Entry 3) No. of sessions: 12 Time: 10am-12noon Start: 29 April Gwyneth Morgan Centre
Functional Skills Maths (Entry 3) No. of sessions: 12 Time: 1-3pm Start: 29 April Wandsworth Library	Functional Skills English (Entry 2) No. of sessions: 11 Time: 10am-12noon Start: 29 April Wandsworth Library	Business Administration Level 1 No. of sessions: 8 Time: 10am-12noon Start: 30 April Online	Functional Skills English Level 1 (Evening) No. of sessions: 12 Time: 6-8pm Start: 30 April Online
Functional Skills English Level 1 No. of sessions: 12 Time: 10am-12noon Start: 30 April Online	Health and Social Care Level 3 Award No. of sessions: 10 Time: 10am-12noon Start: 01 May Online	Mental Health Level 1 Award No. of sessions: 3 Time: 12:30-3:30pm Start: 01 May Online	Effective Listening No. of sessions: 1 Time: 10-11:30am Start: 01 May Online
Functional Skills English Level 2 No. of sessions: 12 Time: 1-3pm Start: 01 May Online	Functional Skills Maths Level 2 No. of sessions: 12 Time: 1-3pm Start: 02 May Hybrid (in person / online)	Functional Skills Maths Level 1 No. of sessions: 12 Time: 10am-12noon Start: 02 May Hybrid (in person / online)	Counselling Level 2 No. of sessions: 10 Time: 9:30am-12noon Start: 06 May Online

Courses Jan-Mar



May / Early June 2025

<p>Introduction to Sewing and Mending</p> <p>No. of sessions: 3 Time: 10am-12noon Start: 06 May Gwyneth Morgan Centre</p>	<p>Problem Solving and Decision Making</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 06 May Online</p>	<p>Functional Skills Maths Level 2 (Evening)</p> <p>No. of sessions: 12 Time: 6:30-8:30pm Start: 06 May Online</p>	<p>Nutrition – Healthy Lifestyle Focus</p> <p>No. of sessions: 6 Time: 1-3pm Start: 07 May Online</p>
<p>Self Care</p> <p>No. of sessions: 1 Time: 2-3:30pm Start: 08 May Online</p>	<p>How to be an Effective Mentor</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 12 May Online</p>	<p>How to Support a Child to Learn Phonics</p> <p>No. of sessions: 4 Time: 10:30-12:30pm Start: 12 May Online</p>	<p>Introduction to Using Instagram for Business</p> <p>No. of sessions: 1 Time: 5:30-7:30pm Start: 12 May Online</p>
<p>How to Successfully Coach in the Workplace</p> <p>No. of sessions: 1 Time: 1-3pm Start: 12 May Online</p>	<p>Effective Delegation</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 13 May Online</p>	<p>How to Network Successfully in Person</p> <p>No. of sessions: 1 Time: 1-3pm Start: 13 May Online</p>	<p>Introduction to LinkedIn</p> <p>No. of sessions: 1 Time: 10am-12noon Start: 14 May Online</p>
<p>Mental Health Level 2 Award</p> <p>No. of sessions: 3 Time: 12:30-3:30pm Start: 15 May Online</p>	<p>Introduction to Word</p> <p>No. of sessions: 3 Time: 1-3pm Start: 21 May Gwyneth Morgan Centre</p>	<p>Public Speaking</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 02 June Online</p>	<p>Time Management Techniques</p> <p>No. of sessions: 1 Time: 1-3pm Start: 02 June Online</p>
<p>First Time Manager (Team Leader/Supervisor)</p> <p>No. of sessions: 4 Time: 9:30-12:30am Start: 02 June Online</p>	<p>Building Self-Esteem and Unlocking Your Potential</p> <p>No. of sessions: 1 Time: 09:30-11:30am Start: 03 June Online</p>	<p>Intermediate Grammar</p> <p>No. of sessions: 6 Time: 12:30-2:30pm Start: 05 June Gwyneth Morgan Centre</p>	<p>Basic Grammar</p> <p>No. of sessions: 6 Time: 12:30-2:30pm Start: 05 June Gwyneth Morgan Centre</p>



June / July 2025

<p>Mindful Me</p> <p>No. of sessions: 3 Time: 10am-12noon Start: 06 June Gwyneth Morgan Centre</p>	<p>Introduction to Management</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 09 June Online</p>	<p>Running Effective Meetings</p> <p>No. of sessions: 1 Time: 1-3pm Start: 09 June Online</p>	<p>BREW (Building Resilience & Empowering Women)</p> <p>No. of sessions: 2 Time: 1-3pm Start: 10 June Online</p>
<p>Building Confidence and Assertiveness Skills</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 17 June Online</p>	<p>Introduction to BSL</p> <p>No. of sessions: 6 Time: 5:30-7:30pm Start: 18 June Gwyneth Morgan Centre</p>	<p>Digital Support for 50+</p> <p>No. of sessions: 2 Time: 1-3pm Start: 25 June Gwyneth Morgan Centre</p>	<p>Develop Your Customer Service Skills</p> <p>No. of sessions: 1 Time: 09:30-11:30am Start: 30 June Online</p>
<p>Positively Presenting Yourself</p> <p>No. of sessions: 2 Time: 1-3pm Start: 01 July Online</p>	<p>Mental Health Level 1 Award</p> <p>No. of sessions: 3 Time: 9:30am-12:30pm Start: 03 July Online</p>	<p>Self Care</p> <p>No. of sessions: 1 Time: 1-2:30pm Start: 07 July Online</p>	<p>Time Management Techniques</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 08 July Online</p>
<p>Digital Skills for ESOL</p> <p>No. of sessions: 3 Time: 1-3pm Start: 09 July Online</p>	<p>Effective Listening</p> <p>No. of sessions: 1 Time: 10-11:30am Start: 14 July Online</p>	<p>Plan to Succeed at Interview</p> <p>No. of sessions: 1 Time: 9:30-11:30am Start: 14 July Online</p>	<p>Effective Delegation</p> <p>No. of sessions: 1 Time: 09:30-11:30am Start: 15 July Online</p>



Contact us, and we'll help you find the perfect course to match your needs. Call 020 8871 8055, or visit our Gwyneth Morgan Centre, 52 East Hill, SW18 2HJ.



Worth it.

VIEW COURSES



Apprenticeships

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

It's a real job with hands-on experience, a salary and the chance to train while you work.



Worth the experience!



Personal and professional growth: Anastasia's Journey

Why did you enrol for the courses?

Anastasia found herself at a crossroads and seeking employment which led her to explore apprenticeship vacancies, offering the dual benefit of gaining work experience and familiarising herself with British working culture. She discovered the Business Administration Level 3 Apprenticeship with Wandsworth Council Lifelong Learning on the apprenticeship section on the government website, marking the beginning of her journey.

What impact has the course had on you?

The apprenticeship became a channel for Anastasia's personal and professional growth, particularly relating to her communication skills. As English is her second language, she experienced significant improvements in both verbal and non-verbal communication.

The structured environment of the apprenticeship taught her a great deal about workplace communication, and she added that, "The apprenticeship has opened a new area of improvement I hadn't realised before: the communication and relationship between colleagues".

The support from her assessor and colleagues was instrumental in helping her feel integrated and valued within the team. "The great support I received from my assessor and colleagues helped me to improve my work skills and to feel like a proper member of the team."

Looking Ahead

Anastasia rates the quality of education and training she received as outstanding. This high praise is rooted in the support and guidance from her tutors and assessors, fostering a nurturing and effective learning environment. The results of her tests stand as a testament to the high-quality training provided.

With her Level 3 apprenticeship completed, Anastasia was ready to take on her next challenge: the Business Administration Level 4 Apprenticeship. Her journey underlines the ongoing value of lifelong learning and continuous professional development.

Advice to others

Anastasia's advice to others is clear "It is an excellent opportunity to gain work experience in your area and to achieve the necessary job requirements at no cost to the learner."

Beyond the technical skills learned, apprenticeships offer real-life experiences in developing a CV, preparing for and undertaking interviews, providing a solid foundation for her future career.

Apprenticeship completed:
Business Administration Level 3

Apprenticeships

→ The Benefits for Learners

Learn, earn, and grow with Wandsworth Lifelong Learning's apprenticeship programmes. These work-based qualifications combine hands-on experience with tailored training, giving you the skills and confidence to succeed in your chosen field.

Earn While You Learn

Gain practical skills on the job while receiving a regular salary. Apprenticeships are a great way to balance earning and learning, with one study day a week to focus on gaining qualifications.

Career Development

Build industry-specific knowledge and skills to enhance your career prospects. Apprenticeships cover a wide range of roles, from administration and teaching to customer service and health and social care.

Recognised Qualifications

Every apprenticeship provides a nationally recognised qualification. You'll also develop transferable skills, such as communication, problem-solving, and teamwork, that are highly valued by employers.

Learners have discovered how apprenticeships can provide the perfect platform to develop skills and grow professionally.

→ Course Highlights

Business and Leadership

Business Administration

Learn essential skills for office roles, including project management and stakeholder communication. (Level 3)

Team Leader/Supervisor

Develop leadership techniques, team-building strategies, and problem-solving skills to manage others effectively. (Level 3)

Customer-Focused Roles

Customer Service Practitioner

Gain skills in dealing with customer challenges, team collaboration, and delivering excellent service. (Level 2, Level 3)

Teaching Assistant

Prepare for a career supporting students and teachers, with training in literacy, inclusion, and classroom management. (Level 3)

Health and Wellbeing

Health and Social Care

Build expertise in areas like safeguarding, equality, and professional care, ideal for roles in the care sector. (Level 3)

These are just a few of the course highlights we offer. Explore our full range of apprenticeships online to find the perfect one for you.



The duration of all our apprenticeships is 12-18 months

WCLL supports apprentices and employers with training and advice to complete apprenticeship programmes in these sectors.

Participation is subject to eligibility criteria.

Use the QR code to find out more or email wcllapps@richmondandwandsworth.gov.uk





Lifeskills & Wellbeing

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

It enables us to make choices, solve problems, deal with challenges and feel connected with the people and places around us.



Worth the positivity!



The route to a richer, more supportive me: Mwango's Journey

Why did you enrol for the courses?

Mwango enrolled in these courses with a clear goal: to enhance personal development, build emotional intelligence, and understand the importance of self-care, motivations that will resonate with many who want to improve their mental wellbeing and build resilience.

What impact has the course had on you?

The courses have had a significant impact on Mwango, both personally and professionally. By understanding the influence of her actions and emotions on colleagues, family, and her social circle, she has become more empathetic and supportive.

She said, "I can support and help others with mental health challenges and signpost appropriately giving positive contribution to the community."

Advice to others

Mwango's advice to those considering these courses is simple: "Book your time off or create time to enrol for the courses. The tutors are exposed and knowledgeable."

The tutors are key, bringing extensive knowledge and ensuring a positive learning experience. Mwango adds that the opportunity to meet like-minded individuals provides diverse perspectives on common issues, encouraging a supportive learning environment.

Wandsworth Council's Lifelong Learning Lifeskills and Wellbeing courses offer a route for those seeking personal development and a deeper understanding of mental health and resilience.

Enrolling in Wandsworth Council's Lifelong Learning Lifeskills and Wellbeing courses can be a life-changing decision. Whether you are looking to improve your understanding of mental health, build resilience, or simply practice mindfulness, these courses offer invaluable resources and support.

Courses completed:

- Introduction to Mental Health Awareness
- Understand Mental Health Problems
- Building Resilience & Empowering Women (BREW)
- Mindful Me - Introduction to Mindfulness

Lifeskills & Wellbeing

→ The Benefits for Learners

Develop your resilience, boost your confidence, and prioritise your mental and emotional wellbeing with Wandsworth Lifelong Learning. These courses offer practical tools to help you navigate life's challenges and thrive both personally and professionally.

Building Confidence

Learn how to boost your self-esteem, communicate effectively, and overcome challenges with ease. These courses are designed to help you achieve greater personal and professional fulfilment.

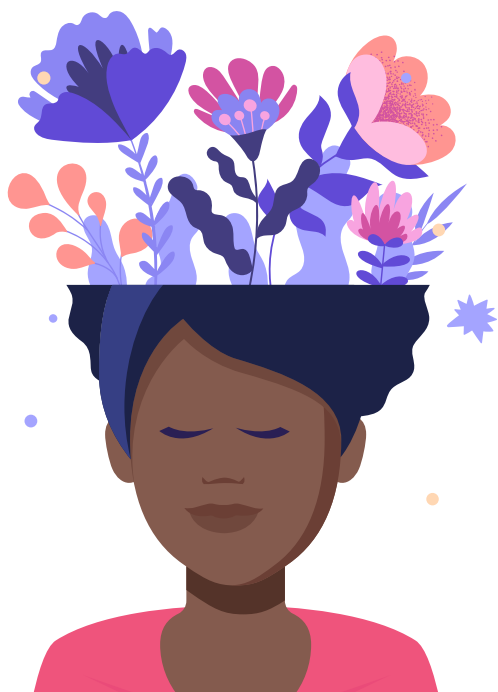
Wellbeing & Resilience

Take control of your mental health and build resilience with practical courses that focus on mindfulness, self-care, and managing stress in the workplace. Gain the tools to thrive in challenging situations.

Personal Growth

Explore new ways to connect with yourself and others. From learning to listen effectively to enhancing your understanding of resilience, these courses equip you with lifelong skills to build stronger relationships and reach your goals.

Learners have found these courses transformative, gaining clarity, calm, and the tools to take charge of their personal and professional lives.



→ Course Highlights

Wellbeing, Self-Care, and Mindfulness

Mindful Me - An Introduction to Mindfulness

Develop tools to express emotions, navigate challenges, and find joy in everyday life. Topics include mindful writing, resilience, and recognising beauty in the present.

Building Confidence and Resilience

Mental Health L1

Develop your understanding of mental health, helping you to manage your well-being and support others. Ideal for personal growth or career development.

Problem Solving & Decision Making

Build your problem-solving skills for workplace and personal challenges and learn key techniques to turn obstacles into opportunities.

Building Resilience & Empowering Women

This practical program helps you to gain confidence, take control of your life, build resilience, and shape your future the way you want.

These are just a few of the course highlights we offer. Explore our full range of courses online to find the perfect one for you.

Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course. Call 020 8871 8055, or visit our Gwynneth Morgan Centre, 52 East Hill, SW18 2HJ

Use the QR codes to register for each course online at: wandsworthlifelonglearning.org.uk





VIEW COURSES



Digital

These entry level and intermediate digital courses are designed with you in mind and will help you to improve your confidence in using technology for work, learning or daily life.



Worth the confidence!



Gaining new skills and confidence to return to work: **Lucy's Journey**

Why did you enrol for the courses?

Lucy spent 15 years raising her children, which was incredibly rewarding, but it left her feeling unprepared and uncertain about re-entering the workplace. Lucy said: "I needed to return to paid employment, and I didn't think anyone would employ me after such a long time of not working." With no recent references, an outdated CV, and dwindling confidence, Lucy's journey took a positive turn when she discovered Wandsworth Council Lifelong Learning's courses.

apply for a job, and to her delight, she was successful. Lucy said "I have no doubt that I would never have had the guts to apply for this job. I still get imposter syndrome, but I remind myself that learning is continuous, and I am already looking at more courses for next year."

Looking forward

Despite still experiencing occasional feelings of imposter syndrome, Lucy reminds herself of the progress she's made and the importance of lifelong learning, and is aiming to focus on mastering platforms such as Microsoft Teams and Google Classroom, which are increasingly vital in today's job market.

The Turning Point

Lucy was intrigued by an email advertising free courses for individuals over 40 looking to re-enter the workplace and decided to find out more. She was impressed with the variety of courses available, covering essential skills she knew she lacked, such as the basics of Word and Excel, as well as more comprehensive training like the First Time Manager and Building Resilience and Empowering Women.

Advice to others

If you're considering enrolling in any of these courses, Lucy's advice is simple: "...definitely do it! You have nothing to lose and everything to gain. Your confidence and employability will increase if you really apply yourself to the courses that are on offer."

Lucy signed up for several courses and the experience was life changing. She gained a new sense of purpose and realised how much she could accomplish with proper training. Her tutor, Raphael, demonstrated shortcuts and techniques that made complex tasks seem effortless. "It felt empowering to be able to add computer skills to my CV without feeling like a fake."

The online First Time Manager course was another highlight. Donna, the tutor, helped Lucy to uncover skills she didn't know she had, and her confidence and knowledge grew rapidly. This newfound confidence led her to

Courses completed:

- Increase Your Confidence Using Excel
- Top Tips for Managing Data in Excel
- How to Get Started Using Word
- Increase Your Confidence Using Word
- First Time Manager (Team Leader/Supervisory Training)
- BREW (Building Resilience and Empowering Women)
- Conflict Resolution
- Building Confidence and Assertiveness Skills

Digital

→ The Benefits for Learners

Boost your confidence with technology through Wandsworth Lifelong Learning's digital skills courses. Whether you're starting with the basics or looking to enhance your existing knowledge, these courses help you stay connected, productive, and prepared for today's digital world.

Essential Skills

Learn the foundations of digital technology, from navigating devices to using everyday tools like email and word processing software. These courses are perfect for anyone looking to build confidence with computers.

Advanced Tools

Take your skills to the next level with courses that focus on advanced features of key programmes, including Excel and Word. These courses are designed to help you work smarter and more efficiently.

Practical Applications

Discover how to apply your digital skills to everyday tasks and workplace challenges. From managing data to presenting information, these courses equip you with tools to stay organised and productive.

Learners have found these courses transformative, gaining the skills to re-enter the workplace or progress further in their careers.



→ Course Highlights

Digital Skills

Digital Support for Over 50s

A tailored course covering internet use, email setup, and other essential skills for everyday life.

Advanced Digital Tools

Excel (Introduction and Intermediate)

Start with the basics of formulas, data protection, and creating charts, or advance your skills with pivot tables, complex formulas, and time-saving shortcuts to boost your productivity.

Word (Introduction and Intermediate)

Learn how to create, format, and edit documents, mastering the basics of this essential tool.

Practical Digital Applications

Introduction to Digital Skills for ESOL Learners

Gain confidence using technology for everyday tasks like online shopping, communicating, and staying safe online.

These are just a few of the course highlights we offer. Explore our full range of courses online to find the perfect one for you.

Get in touch

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Our values

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



Worth the rewards.



At Wandsworth Lifelong Learning, we follow Wandsworth Council's core values. These guide how we support our learners and work with the community to help people succeed.

Think Bigger

We help learners aim high, whether it's gaining new skills, starting a career, or taking the next step in their journey. Our courses are here to inspire and support ambitious goals.

Embrace Difference

We value and welcome everyone, no matter their background or experience. Our programmes are designed to meet a wide range of needs and create an inclusive environment for all.

Put People First

Our learners are always at the centre of what we do. We offer one-to-one support and guidance to make sure everyone feels supported and understood.

Connect Better

We bring together learners, employers, and communities helping to build strong connections that open doors to new opportunities.

Lead by Example

Our team is committed to showing how learning can change lives, setting the standard for professionalism and care in education.

Our funders and partners

Thanks to all who support our work and allow us to offer free and affordable courses.



Worth working together.



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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

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

Worth following:

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