

Lifelong Learning Guide

Winter Edition



Worth it.

Worth a look.

**Sept-Dec
2024**

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

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English, Maths & ESOL

VIEW COURSES



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: Atef's Journey

Why did you enrol for the courses?

Atef's educational background was not from the UK, and after being away from formal education for over twenty years, he knew that brushing up on his English and maths skills was essential. With aspirations of resuming his studies and eventually pursuing a degree, Atef decided that enrolling in Functional Skills courses was the best step forward and chose to enrol in Functional Skills maths and English, progressing through levels L1 and L2 in both subjects.

Initially, Atef was apprehensive as, after being out of the classroom for two decades, he wasn't sure what to expect. However, the experience turned out to be a positive one. He said "...my English and maths tutor played a significant role in alleviating my concerns by consistently motivating and assisting me." The encouragement and support he received from his tutor helped Atef to stay motivated and focused on his goals. Additionally, the staff at Wandsworth Council Lifelong Learning (WCLL) were always there to provide the assistance he needed, making his return to education smoother than anticipated.

What impact has the course had on you?

Atef said "The courses had a profound impact on me, instilling a newfound confidence and motivation to advance to the next level of academic pursuit."

He now feels prepared to progress to the next level in his academic journey. The sense of achievement that comes from mastering new skills after a long break from education has given him the assurance that he can achieve his long-term goals.

Advice to others

To anyone considering enrolling in a Functional Skills course, Atef said, "I would strongly encourage them to pursue it as WCLL provides comprehensive support and the tutors are highly supportive, constantly motivating you to achieve your goals."

His experience at WCLL has been a rewarding one with a supportive tutor and an environment that allows growth and learning to flourish.

Whether you are looking to improve your skills for personal reasons or, like Atef, have ambitions of furthering your education, these courses provide a solid foundation and the encouragement you need to succeed.

Don't hesitate—take the first step towards achieving your goals today.

Courses completed:

- Functional Skills Maths L1 and L2
- Functional Skills English L1 and L2



ESOL Reading, Writing, Speaking & Listening

Accredited ESOL courses aim to give learners the knowledge, understanding and skills that they need to function in everyday life and in employment. Learners can progress through the levels from Entry 1 to Level 1 and will gain formal qualifications in writing English.

Qualification achieved upon completion: **ESOL Reading, ESOL Writing, ESOL Speaking and Listening**

Mixed Level Introduction to ESOL

This introductory course for beginners aims to build confidence and prepare learners for ESOL accredited learning. Learners will develop their English

speaking, writing, listening and reading skills. Tutors will also help learners to develop the study skills required for accredited ESOL courses.

Functional Skills English

Learn to communicate more effectively. Broaden your skills and confidence, both personally and professionally, and progress in employment or access further study.

Qualification upon completion: **Functional Skills English Entry Level 2/Entry 3/Level 1/Level 2**

The course will cover three key areas:

- **Reading: Understanding ideas, details and identifying meanings in texts.**
- **Writing: Punctuation, grammar and using the correct format and structure.**
- **Speaking and Listening: Communicating clearly accurately and following and understanding discussions.**

Functional Skills Maths

These courses will help to broaden your skills and confidence, both personally and professionally, and help you to progress in employment or access further study.

Qualification upon completion: **Functional Skills Maths Entry 3/Level 1/Level 2**

The course will cover three key areas:

- **Using numbers and the number system: arithmetic, decimals, fractions, percentages and ratios**
- **Measures: shapes and space, time and money, measurement conversion and shapes**
- **Managing information: data averages, probability and graphs.**

English Skills – Speaking and Listening

This course will help learners gain the skills and confidence in speaking and listening in English to provide information and to obtain information as well as speaking and listening in a conversation.

Qualification upon completion: **Entry Level 2/3 English Skills - Speaking and Listening**

Develop Your Writing Skills

These courses are available at different levels depending on your experience and current skills. All of our courses will cover a range of topics to help you improve your English language skills. Our basic course covers different types of sentences based on their functions as

well as exploring word formation. Our intermediate course will cover various aspects of written communication to help you form clear sentences and words to unlock your writing potential and develop your communication skills in written English.

Intermediate Grammar

Explore the principles of English grammar, learning key concepts such as sentence structure, punctuation, verb tenses, and more. You will discover how to construct clear and concise sentences,

while also developing an understanding of common grammatical errors to avoid. From paragraph organisation to cohesive writing, you will gain practical skills to communicate effectively in written form.



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!**



A stepping stone to a new career goal: **Shashana's Journey**

Why did you enrol for the courses?

Shashana enrolled for two key courses, and each was chosen with a clear purpose in mind.

Her enrolment for the Functional Skills course was driven by her ambition to pursue a career in midwifery. And, with an entry requirement of maths and English qualifications, this course was a stepping stone towards her goal.

Her enrolment in the Team Leadership course occurred during a period of uncertainty after being made redundant. Shashana's maths tutor introduced her to Dustine, one of our Careers Guidance Advisors, who recognised her potential and suggested the leadership course as a new direction. She said "I honestly didn't know what to do. I opened up to Billi...and she suggested I meet with Dustine as she might be able to help...and I'm so happy that I did."

What impact has the course had on you?

Shashana commented that "Both courses had a positive impact on my life overall."

The Functional Skills maths course improved her mathematical abilities and boosted her confidence in understanding key concepts that were once obstacles to her. Shashana observed that "...Billi was really patient and good at explaining and would break things

down to make it easier to understand which I really appreciated..."

Describing the team leadership course as "life-changing," Shashana found in it an effective guide to leading teams and the lessons learned were applicable to the real world. Shashana gained the skills and confidence that helped her secure her current position as a store manager. She said of her tutor, "Tessa, was absolutely amazing! I loved her method of teaching."

Advice to others

Shashana's advice to others is straightforward: "Do it! You won't regret it!". The decision to enrol in these courses, she reflects, was one of the best she made this year and the knowledge and skills gained, opened new opportunities for her career and enabled her to grow personally.

For anyone standing at a career crossroads, Shashana's story can act as an incentive to invest in yourself, and to seek out new opportunities. Like Shashana, it might just lead you to a job you love, equipped with the skills that will open doors long into the future.

Courses completed:

- Functional Skills Maths
- Functional Skills English
- Team Leading

Getting into work

→ Courses & Qualifications

Use the QR codes to register for each course online at: wandsworthlifelonglearning.org.uk ▶▶
Call 020 8871 8055, or visit our Gwynneth Morgan Centre



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.

The 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

Passport to Enterprise and Employment

In this course, we will delve into the importance of understanding your own behaviour and presentation in shaping your career prospects.

Qualification upon completion:
Level 1 Award in Passport to Enterprise and Employment

The course will cover:

- What makes you unique and how to effectively present yourself in a professional setting
- How you can add value to a business through your personal brand
- The impact of body language on communication

Positively Presenting Yourself

In this course, you will learn how your behaviour and presentation can significantly impact your career prospects and how it can influence others, both positively and negatively.

The course will cover:

- What makes you unique
- How to effectively present yourself
- Ways you can add value to a business
- Significance of body language
- Improving your LinkedIn profile
- Techniques for personal growth and change

Plan to Succeed at 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 professionally presenting yourself.

The course will cover:

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

Develop your Communication Skills

By the end of the course, you will have a personal action plan to put your new skills into practice, professionally and personally.

The course will cover:

- Controlling and contributing to meetings
- Making your questions count
- Understanding barriers to listening
- The art of effective listening
- Power of positive messages
- How to say "No" assertively
- Non-verbal communication

How to Successfully Network in Person

The course covers a range of topics aimed at equipping you with the skills needed to initiate, build, and maintain valuable relationships.

The course will cover:

- The importance of preparation
- Creating a positive first impression
- The art of breaking the ice
- Active listening techniques
- Influencing and persuasion strategies
- The importance of maintaining relationships



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.

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.

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."

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."

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.

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

→ Courses & Qualifications

Advice and Guidance

The L2 Certificate is for anyone aiming to improve their knowledge of the role of information, advice and guidance. The L3 course is beneficial for anyone already working within an advice and guidance role.

Qualification upon completion:
Level 2 Certificate in Information, Advice or Guidance / NVQ Level 3 Certificate in Advice and Guidance

This Level 2 course will cover:

- IAG practice
- Interaction skills
- Signposting and referrals
- Management of information

This Level 3 course will cover:

- Legislative and procedural frameworks
- How to refer clients

BREW (Building Resilience and Empowering Women)

Whether you are returning to work after a career break, considering a change in roles, or embarking on the early stages of your career journey, this programme is designed to support you. You will explore the importance of resilience and

learn how to strengthen your abilities to navigate challenging situations. Through developing key skills, you will boost your confidence and be equipped to create a personalised plan for growth and self-improvement.

Business Administration

This course is designed to provide learners with an introduction to the underpinning knowledge and attitudes required for working within a business environment.

Qualification upon completion:
BTEC Level 1 in Business Administration

Topics include:

- Professional behaviour in an office environment
- How to provide effective administration services
- Roles and responsibilities
- How to handle telephone calls
- Managing personal performance and development in the workplace

Use the QR codes to register for each course online at: wandsworthlifelonglearning.org.uk ▶▶
Call 020 8871 8055, or visit our Gwynneth Morgan Centre



Business Innovation, Sustainability and Growth

This course is ideal for those currently working within a business who are seeking to enhance productivity and efficiency.

Qualification upon completion:
Level 3 Certificate in Business Innovation, Sustainability and Growth

This course will cover:

- Evaluating and developing practices in people management
- Supporting learning and development
- Leadership and teamwork
- Facilitating change and innovation
- Setting objectives and providing guidance to team members
- Recognizing the significance of sustainability in business operations

Customer Service

This comprehensive programme offers an in-depth exploration of the core principles of effective customer service. Participants explore best practice and strategies, to gain confidence and competence in handling all interactions.

Qualification upon completion:
Level 3 Certificate in Customer Service

Topics include:

- Supporting customer service improvements
- Using service partnerships to deliver customer service
- Negotiating in a business environment

See our range of courses. Full descriptions online.

- Conflict Resolution
- Develop Your Customer Service Skills
- Effective Delegation
- Effective Listening Skills
- First Time Manager
- Hospitality Supervision and Leadership Principles
- ILM – Leadership and Management
- Introduction to Management
- Health and Social Care
- Problem Solving and Decision Making
- Public Speaking
- Running Effective Meetings
- Support Teaching and Learning in Schools
- Time Management Techniques
- Preparing to work in Health and Social Care
- Support Work in Schools



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

→ Courses & Qualifications

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



Business Administration

Administration is a vital support function of any organisation, this qualification is aimed at people who currently work in, or are aiming to progress, into roles such as an administrator, business support officer, office junior and receptionist.

Standard achieved upon completion:
Business Administrator (Level 3)

The course covers areas such as:

- Communication/interpersonal skills
- Problem solving
- Project management
- Planning and organisation
- Managing stakeholder relationships

Customer Service

Gain skills to enable you to react to customer needs and be proactive in implementing improvements to the service. It offers an opportunity to develop skills and knowledge regarding different aspects of customer service.

Standard achieved upon completion:
Customer Service Practitioner (Level 2)
Customer Service Specialist (Level 3)

The course covers areas such as:

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

Health and Social Care

This programme offers an opportunity for people who currently work in, or are aiming to progress, into the Health and Social Care sector. Roles may include care assistants, support workers and social workers.

Standard achieved upon completion:
Adult Care Worker (Level 2)
Lead Adult Care Worker (Level 3)

This Level 3 course will cover:

- Communication
- Safeguarding
- Health and wellbeing
- Working professionally
- Equality and diversity
- Respect and dignity

Teaching Assistant L3

This apprenticeship offers an opportunity to develop skills and knowledge to enable individuals to provide effective support in the classroom and when working with students independently and is suitable for Teaching Assistants and Learning Support Assistants.

Standard achieved upon completion:
Teaching Assistant (Level 3)

This Level 3 course will cover:

- Planning and conducting learning activities
- Providing numeracy and literacy support
- Inclusion
- Developing productive relationships with pupils and motivating them to achieve
- Working with teachers, developing strategies for support

Team Leader/Supervisor

Designed to unlock your management potential and equip you to manage teams, projects, and operational plans in an organisation. You must be employed, and in a role where you are required to set tasks for others (at least 2), monitor performance and provide support.

Standard achieved upon completion:
Team Leader/Supervisor Apprenticeship (Level 3)

The course covers areas such as:

- Communication
- Team building and development
- Organisational governance
- Problem Solving
- Project management
- Data analysis
- Presentation skills



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.



Worth it.

VIEW COURSES



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.

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.

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.

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.

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."

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



Counselling

You'll be introduced to using counselling skills in everyday life, exploring the various approaches that underpin the use of these skills. You will develop your counselling skills, learning important techniques and methods to effectively support others. You'll

gain an understanding of the different approaches involved in the use of counselling skills, allowing you to tailor your approach based on individual needs.

Qualification upon completion:
Certificate in Counselling (Level 2)

Mental Health Awards / Certificate (Level 1, 2 & 3)

Access a mix of qualifications at any level. The courses include what is meant by mental health and mental ill-health, how to take care of your own mental health and provide support to others. Level 2 looks at a more comprehensive understanding and level 3

a multidisciplinary perspective.

Qualification upon completion:
**Introduction to Mental Health and Wellbeing (Level 1 or Level 2),
Mental Health Certificate (Level 2),
Certificate in Mental Health (Level 3)**

Building Resilience Skills

This course is designed to help you enhance your understanding of resilience and the factors that contribute to becoming more resilient. Throughout the course, you will learn how to develop essential skills that will boost your

confidence and competence in dealing with difficult and challenging situations. Our aim is to support you in identifying your unique skills, abilities, and interests, empowering you to make informed decisions about your future path.

Building Self-Esteem and Unlocking Potential

This program is designed to help you become more confident and empowered in your personal and professional life. You will learn techniques to boost your self-

esteem and discover how to cultivate a positive self-image and develop resilience to help you to pursue your goals and create positive relationships.

Sustainability

Perfect for individuals who are passionate about making a positive impact on the environment and want to learn how to promote sustainable practices in their communities. Topics covered include basic concepts of sustainability, including the importance of conserving natural resources and

reducing waste. You will also explore the global environmental impacts of agriculture and industry, and discover ways in which these impacts can be mitigated through sustainable practices.

Qualification upon completion:
Environmental Sustainability (Level 1)

Building Assertiveness Skills

You will discover the differences between assertive, aggressive, and passive behaviours, explore the emotions that drive these behaviours, and learn about the key skills and qualities associated with assertive individuals. Through discussion and

practical exercises, you will uncover what comes easily to you and what you find challenging when it comes to assertiveness, and you will develop strategies to harness your self-belief, confidence, and resilience.

Understanding Autism (Level 3)

Learn the knowledge and understanding you need to support individuals with autism in a positive and effective way. You'll explore a range of therapeutic interventions, how to support communication, transitions and interactions.

Qualification upon completion:
**Level 3 Certificate in
Understanding Autism**

See our range of courses. Full descriptions online.

- Understanding the Principles of Dementia Care (Level 3 Certificate in Understanding the Principles of Dementia Care)
- Understanding Nutrition and Health (Level 2 Certificate in Understanding Nutrition and Health)
- Mindful Me - Mindfulness
- Self-Care
- Citizenship

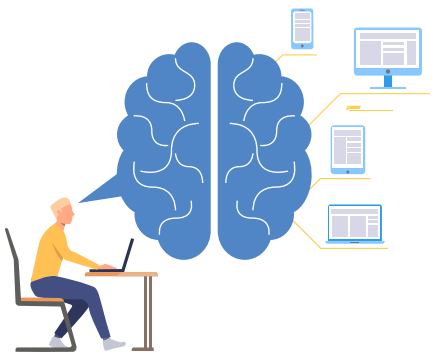


VIEW COURSES



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



Introduction to Word

Over the duration of the course, you will cover the basics of Word, from creating documents to mastering basic mouse skills.

The course will cover:

- Key features of Word
- Navigating the programme
- Create, format, and edit documents
- Copy and move text within a document

Introduction to Excel

This course is designed for learners who already have a basic understanding of Excel and want to enhance their knowledge and skills further.

The course will cover:

- Formulas and functions
- Customising charts
- Data validation and protection

Advanced Word

This course is designed for learners who already have a basic understanding of Excel and want to enhance their knowledge and skills further.

The course will cover:

- Inserting pictures for effect
- Creative page layouts
- Formatting and editing text

Advanced Excel

This course is perfect for individuals who have a strong grasp of Excel and are looking to deepen their knowledge and expertise in using Excel effectively.

The course will cover:

- Advanced formulas
- Look ups
- Shortcuts within the programme

Top Tips for Managing Data in Excel

This course is designed for learners who regularly use Excel in their work or at home and are looking to either refresh or enhance their skills.

The course will cover:

- Creating formulas
- Managing large quantities of data
- Data validation
- The purpose of pivot tables
- Applying mathematical operations

Digital Support for 50+

If you're over 50 and looking to enhance your digital skills, this course is designed for you. Whether experienced or beginner, this course provides the essential knowledge and confidence to

navigate the digital world. We will cover a range of topics including setting up and using email, navigating the internet and other valuable skills that will benefit you in various aspects of your life.

Digital Skills for ESOL

Learn the basics of using your device and overcome IT problems, stay safe online and use IT for everyday tasks like shopping and online documents.

Whether experienced or beginner, this course is designed to provide you with the knowledge and confidence you need to navigate the digital world with ease.

How to Use a Device

Learn how to switch on your device, navigate through its interface, and perform basic operations that will help you to make the most out of your technology. We'll cover essential skills such as using

a mouse and keyboard, which are crucial for effective computer use. By the end of this course, you will feel more confident in your ability to use your laptop, Chromebook or tablet efficiently.

Our values

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



Worth the rewards.



Learners and Apprenticeships at Wandsworth Lifelong Learning

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

- Provide the right level of support, beginning with an initial assessment
- Give learners detailed advice and guidance to support decision making
- Make sure the learning environment is safe and secure
- Offer help, to those who need it, to gain a good understanding of English and maths
- Feedback is continuous, learners receive regular progress reports
- We teach more than the qualification, covering Equal Opportunities, Diversity, Life Skills and Health & Safety
- Our teachers and assessors are all qualified and passionate about learning
- We listen to your feedback, believing that the 'learner's voice' is important
- We're focused on your future, looking for your next opportunity to learn
- And, most of all, we celebrate your success.

Our funders and partners



Worth working together.



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t: 020 8871 8055

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