

Community Learning
Grow
Personal Development
& Lifelong Learning



learner handbook

2018 -19

“The course has given me confidence in my work and an interest to pursue a change in career ”

Learner Feedback (DIY, Grimsby institute)

“ I am very happy with the progress I have made and the confidence it has given me in plumbing ”


Learner feedback (New College Stamford)



The ESFA, the organisation that exists to make England better skilled and more competitive, is working in partnership with Lincolnshire County Council on this initiative. Leading Learning and Skills.

contact us

Customer Service Centre on 01522 782011 or visit www.2aspire.org.uk for course information.

 Find us on Facebook – under learning in Lincolnshire



6.6.2018



welcome

and thank you for enrolling on one of our courses.

This handbook contains information about the Adult Skills and Family Learning Service, what you can expect from us and what we expect from you.

Adult Skills and Family Learning Service staff work hard to provide specialist support should you require additional assistance, and a safe and supportive learning environment.

We hope you will enjoy your learning experience with the Adult Skills and Family Learning Service and welcome your feedback. If you need this information in a different format please let us know and we will try to provide it quickly.



Adult Skills and Family Learning Service will provide learning opportunities that:

- Allow you to develop your skills and confidence
- Encourage progression to further learning, volunteering and employment
- Improve Employability
- Promote the unique character of Lincolnshire
- Develop and promote physical and mental wellbeing and social inclusion
- Support children's achievement through the involvement of parents

Adult Skills and Family Learning Service

Lincolnshire County Council,
Sleaford Area Office, Eastgate,
Sleaford, NG34 7EB

01522 782011

Customer_services@
lincolnshire.gov.uk

www.2aspire.org.uk

Use this page to note down information for your course and other things your Tutor will tell you during your introduction.

Course Title	
Start Date	
End Date	
Holiday Dates	
Start/End Time of Lessons	
Your Tutor's Name	
Venue Contact No	
Unique Learner Number	
Health & Safety information The main exit from this classroom is: The alternative route is: The assembly point is: In this class possible hazards are: The First Aid box is kept: First Aid is available from:	
Notes	

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While we make every effort to make sure that the information in this handbook is correct some changes may happen after printing. We will tell you of any changes that are likely to affect you as they happen during the year.

Section 1 Learner Charter/Code of Conduct

In order to ensure you have the very best learning experience possible to develop your understanding, skills and knowledge

We will:

- Ensure your course is right for you.
- Provide a full course introduction.
- Assess your own learning needs at the start of the course, and let you know how you are getting on during the course.
- If we can, we will give you extra help if you need it.
- Treat you with respect at all times and any information you give us will be treated in confidence.
- Provide safe, healthy and supportive learning surroundings.
- Make checks on the quality of your course.
- Give you the chance to let us know what you found particularly helpful as well as the chance to complain if you are not happy. This is your course and we are always keen to hear any suggestions you may have about how it can be improved.

In order to help you get the most from your learning experience, you are responsible for:

- Following health and safety guidelines.
- Providing information about yourselves on the enrolment form (this information is protected under the Data Protection Act).
- Letting us know if you need any help with your course.
- Agreeing with your Tutor what you hope to learn from your course.
- Completing your Memory Book or Personal Learning Record every session recording the progress you are making on your course.
- Telling your Tutor if you have a medical condition that may affect you during your course.
- Attending each session on time and telling your Tutor if you are going to be absent
- Respecting others' differences, and listening to and being kind to your Tutor and fellow learners
- Completing home time activities, where appropriate.
- Telling your Tutor if you have to leave a course before it finishes.
- Telling us if you change your address or telephone number.
- Completing satisfaction surveys about your course.
- Following the mobile phone code of conduct agreed with your Tutor.

We want to hear from you!

If you have any comments, suggestions for improvement, compliments or complaints please let us know. Please talk to your Tutor or contact the Customer Service Centre on 01522 782011, email Customer_services@lincolnshire.gov.uk.

Although we try to keep rules for learner conduct to a minimum, it is important that you know what we consider to be unacceptable behaviour and what happens when someone behaves unacceptably.

What we expect of learners is set out in the following statements in this handbook:

- The Learner Charter/Code of Conduct (see page 5)
- Equality Statement (see page 10)
- Safeguarding of Vulnerable Adults Statement (see page 13)
- Safeguarding Statement (see page 12)

When you enrol for a course, you sign the Learner's Declaration and you may also verbally agree to local or class rules at induction. Behaviour on site and in classes is expected to be of a standard to allow effective learning to take place. Learners on site and in classes are expected to ensure that their behaviour/activity does not cause offence, damage or injury to other learners, staff or property. Learners must follow any regulations or guidance given concerning use of equipment, smoking arrangements or car parking. As an Adult Skills and Family Learning provider, we hope that this is sufficient to safeguard all our learners by securing a pleasant learning environment. However, there are some consequences if the rules are broken.

If you break the Code of Conduct

If your Tutor feels that you are not keeping to the agreed Code, the following will happen:

1. He or she will first discuss the matter with you, and agree with you how to tackle the problem.
2. If he/she is not satisfied with the result, they will pass the matter on to their Senior Manager who will discuss it with you and see if a resolution is possible and agree further action.
3. If there is no resolution or improvement, or you do not carry out suggested actions, the Senior Manager may then take disciplinary action. You may be given in the following order:
 - A verbal warning
 - A written warning.
4. If there is still no improvement in your conduct, or you do not carry out suggested actions, the Senior Manager will refer the matter to a member of the Senior Management Team. The Manager will carry out further investigations and discuss it with you and with the Senior Manager. If there is no resolution, the Senior Manager may then issue a letter asking you to leave.

Some very serious breaches of the Learner Code of Conduct may result in immediate disciplinary action - usually you will be asked to leave straight away. These include:

- Serious written or verbal abuse, including racist, sexist, ageist, disablist and homophobic abuse
- Serious substance abuse before or during a class.
- Contravening exam, accreditation or assessment regulations
- Inappropriate use of IT equipment
- Very seriously disrupting the learning of other class members
- Violence against other learners, staff and volunteers

You also have the right to appeal at any stage of the disciplinary procedure, using the Complaints Procedure, and have the right to be accompanied by a friend or helper when attending any meetings with Managers.

If you think that Lincolnshire County Council has broken the Code of Conduct please use the Complaints Procedure.

You can also use the Complaints Procedure to raise a grievance if you feel that you have been unfairly treated at any stage.

Lincolnshire County Council's values are underpinned by the word respect which is for each other, staff and your learning environment. The Adult Skills and Family Learning Service actively promotes British Values of democracy, rule of law, individual liberty, mutual respect and acceptance of different faiths and beliefs.



Information About Our Course

We will provide you with free information so that you are aware of:

- What courses you can take first.
- What courses you can take next.
- Courses run by other organisations.
- Additional learning support.
- Information on childcare support.
- What qualifications are available on your chosen course
- Volunteering opportunities in your local area
- Employability provision in your local area if you would like help to look for work or career planning

We can also refer you to partner organisations for in depth guidance if we don't offer what you are looking for.

“ It has given me the skills and confidence I need to do my job role to the best of my ability ”

Feedback from a City of Lincoln Council Apprentice

“ I found the support and training given me massively helpful. I have gained so much more confidence ”

Feedback from a City of Lincoln Council Apprentice

Additional Learning Support

We can offer additional support for maths and English. You can work at your own pace and the Tutor will agree support for you.

If you think you need additional support in English or maths to complete your course please speak to your Tutor.

Extra support can be offered to help you in class if you have particular needs due to a disability, illness or learning difficulty.

Learner Support Fund

Financial support may be available for course related costs such as childcare, course materials and transport to and from the venue. All requests are assessed on an individual basis. Please speak to your Tutor to find out if you are eligible.

Help with Additional Learning Needs

If you have a disability or additional learning needs, we will do all we can to make any necessary adjustments. We want to help you get the most from your learning, and that means removing as many difficulties as we can.

What help is on offer?

Here are some examples of what we can offer:

- An assessment to find out exactly what your needs are.
- Dyslexia assessment.
- Special equipment, such as braille printers or IT equipment.
- Extra time for assessments and exams, e.g. for people who have been registered as dyslexic or who speak English as a second language.
- Extra help in the classroom, e.g. someone to sign or to act as a scribe.
- Help with reading or writing.

If you think you need any additional support please talk to your Tutor or another member of the Adult Skills and Family Learning Service.

If we need to talk to someone else on your behalf, we will ALWAYS ask your permission first. We will also keep you informed about what is happening, and discuss any follow up action with you.

Section 4 Equality and Diversity

We are committed to providing the best possible learning opportunities for all our learners.

To achieve this we will:

- Ensure staff and learners avoid acting with bias, prejudice, abuse, harassment or offence.
- Not tolerate Bullying and Harassment. Lincolnshire County Council has a strict "No Bullying" policy.
- Ensure teaching materials and resources reflect the diverse society in which we live.
- Use positive images of all people in our community.
- Ensure opportunities exist for all learners to develop their skills and talents.
- Work with learners to remove any barriers to learning and achieving by providing specialist resources (subject to availability), support with examinations and additional learning support.
- Provide education and training opportunities for all, without discrimination, and treat learners with courtesy and respect.
- Make sure the premises we use are accessible, safe, clean and suitable for purpose.
- Listen to what our learners say and recognise that people have different ways of learning.
- Embrace diversity and encourage people to maximise their potential and be valued for the contribution they make to our community.
- Challenge unsuitable behaviour which offends or discriminates against fellow learners and/or staff.
- Make sure our staff are well trained, suitably qualified, appropriately vetted and supported so they can provide a high quality service.
- Provide information for learners, written in plain English. Information can be requested in large print, Braille, other languages and audio formats.
- Regularly consult with the wider community in order to monitor and evaluate the quality of our service delivery.

In accordance with the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act (as amended by the Special Education Needs and Disability Act 2001 and Equality Act 2010), we will support the various needs of our learners to help them achieve their learning goals.



Equality and Diversity Quiz

- Q1** What is the largest ethnic minority in Lincolnshire
- a) Indian
 - b) Pakistani and Bangladeshis
 - c) Caribbean, African or other black descent
- Q2** What percentage of disabled people are born with their disability?
- a) 28%
 - b) 1%
 - c) 8%
- Q3** Most disabilities are associated with ?
- a) Sports injuries
 - b) Age
 - c) Motoring accidents
- Q4** If you were in a room with 100 people how many of them would you expect to have dyslexia?
- a) 14
 - b) 4
 - c) 34
- Q5** What percentage of children in the UK have done something 'risky' or anti-social online?
- a) 7%
 - b) 57%
 - c) 77%
- Q6** What percentage of the population are lesbian, gay or bisexual?
- a) 2%
 - b) 4%
 - c) 6%
- Q7** Which of the following is not an aim of the government's PREVENT strategy ?
- a) Supporting people who at risk of being drawn towards extremism
 - b) Raising awareness of radicalisation
 - c) Monitoring the activities of religious and political groups

Answers on page 47.

We seek to provide a safe learning environment by:

- Valuing learners by listening and respecting them
- Adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers
- Recruiting staff safely
- Sharing information about concerns with agencies who need it and involving learners and their parents/carers appropriately
- Having robust Adult and Children's Safeguarding Policies in place to create a safe and secure learning environment that promotes well-being and security at the venue, essential for all learners and staff. You have the right to feel safe where you learn and it is the responsibility of all staff and learners to help achieve this.

We are committed to providing a learning environment where all learners feel confident that everybody is treated fairly on their chosen learning programme. To achieve this our learners and staff are:

- Reminded to respect other people's right to safety and not to hurt or abuse or threaten to hurt or abuse others
- Taught by appropriately vetted and monitored staff and volunteers
- Provided with effective personal care support, where appropriate
- Given guidelines, procedures and information to address harassment, hurt and bullying, and how to seek help where necessary
- Taught by trained staff, skilled in supporting the various needs of learners and who challenge inappropriate behaviour and language

Safeguarding Statement

If you feel you have not been treated fairly, or if you have been harassed or bullied during your course, please speak to your Tutor or another member of the staff who will deal with your complaint promptly and confidentially. Alternatively, you can speak in confidence to the Customer Service Centre on 01522 782011.

Personal Safety – Hints and tips

- Try to avoid being out and about on your own, particularly after dark
- Radiate confidence not vulnerability
- Avoid taking shortcuts along dark alleys, through parks or wasteland. Keep to the middle of the pavement away from car doors and hedges
- Only use well lit, busy roads
- Try to avoid waiting at isolated bus stops
- Always carry some cash.

Safeguarding Vulnerable Groups

Anyone who works or has contact with vulnerable groups has a duty of care to report actual or suspected abuse. If you have any concerns please contact the Customer Service Safeguarding Vulnerable Groups number 01522 782155. Our Safeguarding arrangements meet with the requirements of the Protection of Freedom Act 2012.

PREVENT

Prevent is part of the national counter-terrorism strategy and aims to stop people being drawn into or supporting terrorism.

Prevent operates in the pre-criminal space, so it's about supporting individuals and re-directing them not criminalising them.

The Police will work together with Lincolnshire County Council to provide practical help to prevent people from being drawn into terrorism and violent extremism and ensure that they are given appropriate advice and support.

Terrorism and Violent Extremism may be related to any religion or faith or to political or environmental issues.

There is no single route into terrorism and violent extremism, nor is there a simple profile of those that may become extremists.

Should you have any concerns about somebody you know then please contact Lincolnshire County Council on

01522 555367 or via email at prevent@lincolnshire.gov.uk

You may also contact the Police to discuss your concerns on

01522 885350 or via email at prevent@lincs.pnn.police.uk

Full information on Prevent is available on the Lincolnshire County Council website:

www.lincolnshire.gov.uk
(type in Prevent in the search bar)

For advice on Prevent
please ring Lincolnshire
County Council
on **01522 555367**

- Make sure you follow any Health and Safety instructions given to you by a Tutor or other member of staff.
- Make sure you comply with safe working practices and use any safety devices and protective equipment provided.
- Make sure you know where fire exits are and that you know what to do in an emergency (this will be covered in the course induction).
- Report any Health and Safety issues or concerns immediately to your Tutor or another member of staff.

If you have been supplied with a Health and Safety book as part of your course please take time to read through it in your own time and if you have any queries please ask your Tutor in a future session.

Please take note of the following areas of safety below. When you have read them your Tutor will discuss the short quiz that follows with the group.

1. Do not leave things lying around unnecessarily; keep working areas and gangways clear. Push bags under the table. Be aware of items such as chair and table legs that may stick out. Close cupboards and drawers to avoid accidents.
2. Clean up spills immediately, wash hands after using materials and before handling food. Wear protective clothing when appropriate e.g. oven gloves.
3. Always walk when moving around the building.
4. Do not lift heavy objects.
5. Don't stand on chairs etc, to obtain items out of reach.
6. Take extra care when handling scissors and knives for example pass them to others in the group, do not slide or throw items across the table.
7. Follow the guidelines given by your Tutor when using computer equipment.
8. If there is a fire alarm, leave the premises immediately. Do not stop to collect personal items. Do not collect children from crèche they will be taken out separately. Follow the Tutor to the assembly point.
9. Be aware of where you can access First Aid assistance and note this on page 2.
10. Please inform your Tutor of any accidents within the session.
11. Lincolnshire County Council has a "No Smoking" policy.

Have a go at the following Health & Safety quiz to find out how good your health and safety knowledge is. Talk to your Tutor if you would like any advice.

Health and Safety Quiz

- Q1.** Which of the following do you think is most likely to be the victim of a violent attack?
- a) Female over 45 years of age
 - b) Female between 16-24 years
 - c) Male between 16-24 years
- Q2.** Is it safe to leave your bags anywhere around the floor?
- a) Yes
 - b) No
- Q3.** Which of the following do you think is most likely to attract a mugger?
- a) A 'hoodie' who had had a few drinks and is strolling down the street listening to their ipod
 - b) Someone who has their bag slung over their shoulder and is looking at what's going on around them?
 - c) Someone who is striding along with their hands swinging by their side and their phone and purse in their inside pocket?
- Q4.** If there is a fire alarm, what should you do?
- a) Leave the premises immediately with your Tutor
 - b) Collect belongings and children (where appropriate)
 - c) Ignore the alarm and wait for somebody to collect you
 - d) Find the fire and try and put it out
- Q5.** In your home, where should smoke alarms be installed?
- a) Only in the kitchen
 - b) One on every level of the house
 - c) I don't need a smoke alarm
- Q6.** How often should you test your smoke alarm batteries?
- a) Every month
 - b) Every six months
 - c) Every year
- Q7.** What is the single greatest cause of work-related deaths in the UK?
- a) Asbestos
 - b) Vehicle accidents
 - c) Falls
 - d) Electricity
- Q8.** At what age can a person have access to a Facebook account?
- a) 13
 - b) 16
 - c) 18

Answers on page 47.

Health & Well-Being

There is lots of evidence to suggest that taking part in new activities can improve your health and well-being.

Taking part in learning activities, such as the ones promoted in this brochure, has the potential to widen social networks, improve employment prospects and boost self-esteem. It may also improve physical health and reduce the risks for developing depression.

The brain is like a muscle – if you don't give it a regular workout, it loses tone.

Here are some tips to help you improve your mental fitness.

- Exercise for 30 minutes every day. Physical exercise delivers oxygen to the brain. This can help to improve your memory, reasoning abilities and reaction times.
- Read often and read widely. Keeping an active interest in the world around you will help to exercise your brain and improve your mental fitness. Visit your local library to browse the wide selection of books on offer.
- Boost your levels of vitamin B. Eat plenty of wholegrain cereals, leafy greens and dairy foods. Vitamin B is essential to brain health.
- Challenge your intellect and memory. Stretch yourself mentally by learning a new language, doing the cryptic crossword or playing chess. This is important for brain health and good for your social life.
- Take time to relax. Excess stress hormones like cortisol can be harmful to the brain. Schedule regular periods of relaxation into your week.
- Take up a new hobby. Learning something new gives the 'grey matter' a workout and builds neural pathways in the brain. Visit www.2aspire.org.uk to find out about courses delivered locally in Lincolnshire.
- Actively manage your health. Conditions such as diabetes or heart disease can affect mental performance if not diagnosed and treated. Have regular check-ups with your doctor to prevent future problems.
- Engage in stimulating conversations. Talk to friends and family about a wide range of topics. This gives your brain an opportunity to explore, examine and enquire.
- Exercise your brain with others. Watch, question and answer game shows and enjoy the competitive spirit. Involve the family in regular games to test their general knowledge.



Section 7 Sustainability

We should try and recycle as much as possible to keep this world clean and safe and to protect the environment. Lincolnshire County Council works within a Sustainability Framework ensuring that, wherever possible, it is meeting the social and economic needs of the people of Lincolnshire in a way that does not seriously impact on future generations.

Sustainability Quiz

- Q1.** What percentage of British grown produce is rejected by supermarkets for its cosmetic appearance?
- a) 5 – 10%
 - b) 15 – 20%
 - c) 25 – 40%
- Q2.** How many years does it take a single aluminium can to decompose?
- a) 20-40 years
 - b) 60-80 years
 - c) 80-100 years
 - d) 100-120 years
- Q3.** Recycling just two glass bottles saves enough energy to boil water for how many cups of tea?
- a) 1 cup of tea
 - b) 3 cups of tea
 - c) 5 cups of tea
 - d) 7 cups of tea
- Q4.** If all of the wind around the UK coasts could be harnessed for energy, how much of our energy needs could be met by this source alone?
- a) None of our energy needs
 - b) All of our energy needs
 - c) Double our energy needs
 - d) Three times our energy needs

Answers on page 47.



Quality Improvements

We need to check the quality of our courses and your feedback helps us to do this. We may ask you verbally for feedback or ask you to fill in a questionnaire.

Your Tutor will discuss with you how well you are progressing against the targets you set at the beginning of your course. From time to time a member of the Adult Skills and Family Learning Team will come into your class to observe your Tutor. This person may also want to talk to you and look at work you have produced.

Record Keeping, Confidentiality and Data Protection

We have to record some information for the Education and Skills Funding Agency who funds our courses, and we will ask you to fill in some forms during your course.

We will only share this information with the Education and Skills Funding Agency and any other learning provider you enrol with, and will keep data about you confidential from any other party. If you want to find out what information we hold about you, or want any further details, please see the General Data Protection Regulation (GDPR) section on page 21

Attendance Policy for Learners

Please try to attend all sessions and arrive on time.

If you can't get to a session you should ring the contact number given to you on Page 3 to let your Tutor know. If you do not attend regularly we will try to contact you. If we cannot speak to you, and do not know why you have not attended, you will be withdrawn from the course after you have been absent for three sessions in a row.

Cancellation of Sessions

If a session is cancelled we will endeavour to let you know. Replacement sessions will be arranged.



Compliments, Complaints and Comments

If you have any compliments and/or comments you would like to make about your course please talk to your Tutor or contact the Customer Service Centre on 01522 782011, email Customer_services@lincolnshire.gov.uk.

We aim to provide a good standard of service but sometimes things go wrong. We will sort things out quickly and effectively. Please talk to your Tutor or another member of the Adult Skills and Family Learning Team if you have any problems.

If you are still unhappy, you can get a leaflet called "How to Complain" from Customer Services Centre on 01522 782011, email Customer_services@lincolnshire.gov.uk or you can log the complaint electronically via our website at www.lincolnshire.gov.uk.

The Unique Learner Number

What is the Unique Learner Number (ULN)?

The ULN is a personal 10-digit number, which will remain with you throughout your life, like your National Insurance (NI) number.

The ULN will only be used to pull together educational information and will enable you to view your record online and ensure it is accurate. It will be used by government agencies that have responsibilities for education.

What is the benefit of having a ULN?

The ULN will link together all of your learning experiences, exam results and qualifications into an online learner record.

A central record of learning and achievement means you won't have to fill in forms and produce evidence before you move on to another course or job. It will also make it easier for you to get good advice and guidance about education and training opportunities.

What information is used?

There is no new information required other than that given on the enrolment form. The core pieces of information used to get your ULN are your first name, family name, date of birth and gender. We will obtain your ULN by sending your enrolment information to a central registration point. Before you can receive your ULN some form of identification verification will be required.

Your Tutor will be able to advise you on this. There is space on page 2 of this handbook to record your ULN when it is known.

What will the information be used for?

The main use we make of every learner's information is to get funding for your education and to enter you for qualifications and get the results back.

We also use it to see if there are services or opportunities available that may be of benefit to you. We already do this. Having a ULN will just make it quicker and easier.

Do learners have to give consent?

A ULN is required to provide government funded education so learners will not be able to refuse having a number, but they can opt out of sharing their data with others if they choose. If learners do opt out of sharing, they may find that they end up filling in longer forms again each time they move on to something new, and that their achievements and needs are not fully recognised by the new institution.

Do I have to have a ULN?

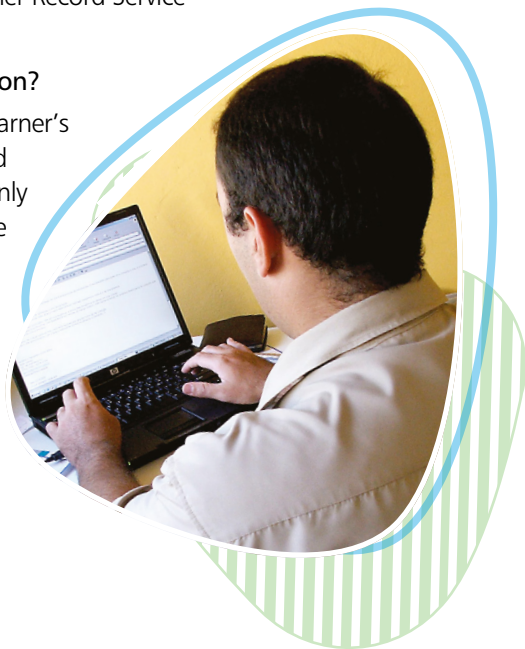
Learners can opt out of sharing their data by completing the Data Sharing Notice, please see the Tutor or contact the Learner Record Service Helpdesk on 0845 6022589.

Can other people access my information?

The law already guarantees that every learner's personal details are handled securely and sensitively. A learner's information will only be passed on to people with a legitimate reason, such as exam boards, schools or colleges that they want to move to and the government agencies who have responsibilities for education.

How do I find out more?

To find out more about information including how to opt out of data sharing, please ask your Tutor.



General Data Protection Regulation (GDPR) 2018

Background: Everybody working in the Adult Skills and Family Learning Service is affected by the GDPR which regulates data protection and privacy for all individuals within the European Union. Under this Regulation, Lincolnshire County Council is the controller of the data you provide.

In accordance with our Safeguarding Policy, only appropriate Adult Skills and Family Learning Service personnel have access to personal data, and strict guidelines apply to its processing.

Your personal information is used by the Department for Education (DfE) to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

The information you provide may be shared with other partner organisations for purposes relating to education or training.

Further information about use of and access to your personal data, and details of organisations with whom the data is regularly shared are available at:

<https://www.gov.uk/help/privacy-policy>

The Adult Skills and Family Learning Service's privacy notice outlining how it applies data protection principles to processing data is available at www.2aspire.org.uk

“ Thank you so much for the lessons. It has changed my life. I am not so scared of the Internet now. It has made so much difference to us. I can't thank you enough. You took my fears away and I am really enjoying using the Internet. Brilliant. ”

iPADs for the terrified learner feedback

“ Thank you for all your help and patience, you changed my life for the better. I have now learnt to trust again. ”

Learner feedback

Section 9 Family Learning

Family Learning courses offer free, fun learning for parents, carers and children to learn together.

- All courses are FREE
- Wide choice of courses available
- Helps you support your child with reading, writing and the national curriculum
- Opportunity for quality time with your family
- Builds confidence in you and your child
- Fun and informative!

Family Learning courses include:

- Family English
- Family Maths
- Family Fun Outdoors
- Learning through Play
- Let's Talk
- Family Crafts
- Recycle Refashion
- Family Fun with Food
- Family Science
- Keeping up with the children ICT
- Grow Your Own
- Employability
- Improve Your Self Confidence
- Listening to Children
- Family ESOL



What our learners say about Family Learning:

"This course has made me realise how important it is to listen to my child properly. Hearing their needs and feelings gives them confidence, helps with their speech and social life. I have become a more understanding mum to my children as a result of this course"

A Learner Support Fund is available for course related costs. Ask your Tutor for more information

Section 10 Learner Stories

Adult Learning helps to save a life!

Paul attended a 6-hour 'Emergency First Aid at Work' course to improve his confidence in First Aid to help him both at work and in his personal life. Whilst on a day out with his family at a go-kart race track Paul was alerted to a medical emergency. He remembered his steps for assessing a casualty from the course and quickly realised that the casualty was not breathing. Paul performed CPR on the gentleman until the emergency services arrived. Following medical intervention and an operation, the gentleman is now recovering. The emergency services have advised that without the initial First Aid provided by Paul the gentleman would not be alive today. When asked if he would recommend the course to others, Paul replied *'definitely, I am extremely proud to have been successful in my life saving attempt and would recommend this course to anyone'*

“ I'm very proud and happy with my finished English course. Thank you for this opportunity ”

Learner feedback

“ I have enjoyed completing my current apprenticeship which has allowed me to gain the skills to move into a permanent position ”

Learner feedback

GCSE courses open the door to further and higher education

The Family Learning Service started delivering GCSE maths and English courses in Bourne in 2015 in response to learner demand. The learners were a group of mothers of young children who, for various reasons, had not achieved the all-important grade C in English and/or maths (now replaced by level 4) while at school. All wanted to be able to access further education in order to progress in a career as their children grew older. The challenge to keep up with the course requirements was significant. The course, usually studied by secondary students several times a week over two years, was squeezed into a weekly three-hour session from the end of October until the following June.

Liz was an outstanding learner from the start with a 100 per cent attendance record and a high level of engagement and motivation, despite being the mother of five young children, one of whom is on the autistic spectrum. Like many parents in this situation, she was becoming something of an expert in autism and was managing to complete a distance learning qualification in the subject at the same time as studying English and maths GCSE. She was the epitome of the phrase 'if you want something done, ask a busy person' even finding time to bring in home-made cake to share with the group at the end of term.

Unsurprisingly, Liz did very well in her GCSE exams, obtaining a level 6 in both maths and English. Liz is a great example of a highly able person who, for reasons outside their control, under-achieved at school and can still get the qualifications required via a different route in adulthood. These two crucial

GCSE grades will allow Liz to do whatever she wants, both academically and career-wise, opening the door to further and higher education.

"It's been a delight watching Liz grow in ability and confidence, and progress in such a positive way. I am very proud of her"

Family Learning Tutor feedback



Apprenticeship success

Adele is employed by Lindum construction Group as business support in their tenders and quotation office and has recently completed a Level 3 Diploma in Business Administration with RHG Consult. When Adele signed up to the apprenticeship programme she was extremely under confident and shy. Adele was assigned a tutor/assessor, John Barnett, who spent time building a rapport and nurturing a relationship with Adele to ensure she would get the maximum out of the programme. Over the course of the Apprenticeship Adele has flourished, in particular because she has learnt about personality traits and why people react the way they do. Adele is now much more confident dealing with people as she no longer takes every criticism personally. Adele said that the confidence she had gained during the programme had changed her beyond recognition and she could not be more grateful to John and the team. John and the team at RHG have commended Adele for her hard work and determination, observing that her organisational skills are excellent and that she is always well prepared for her sessions. On receiving her Apprenticeship Adele commented "A big thank you to yourself and John for helping me get this result, it has given me more confidence than you will ever know"



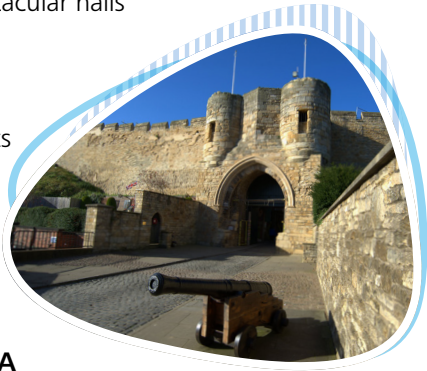
Take the first step towards a new skills and it could be the start of a life-changing journey

Section 11 Family Fun in Lincolnshire

Lincolnshire has an abundance of places to go with the family, from country parks and sandy beaches to spectacular halls and living museums.

Did you know? Lincoln Castle was built by William the Conqueror in 1068 and is home to one of the most important historical documents in the UK – the Magna Carta, which was the very first document to set out the Law as we know it today. Recently renovated the fantastic Lincoln Castle has plenty to offer families looking for a great day out.

To find out more visit: www.lincolncastle.com
Lincoln Castle, Castle Hill, Lincoln, LN1 3AA
Tel: 01522 782040



Did you know? Over 1,889 seal pups were born off the Lincolnshire Coast in 2015. Every November and December, the seals give birth to their pups near the sand dunes: a wildlife spectacle which attracts visitors from across the UK. For more information on viewing seals at Donna Nook

Visit: www.lincstrust.org.uk/nature-reserves/donna-nook/viewing-seals-donna-nook

Donna Nook National Nature Reserve,
Marsh Lane, Donna Nook, Louth, LN11 7PD

Tel: 01507 526667

Did you know? Lincolnshire has over 50 miles of coastline, with fantastic family –friendly, sandy beaches, tranquil nature reserves and great seaside resorts

Visit: www.visitlincolnshire.com/content/coast

Did you know? Scampton, in Lincolnshire is home to the Red Arrows, the famous RAF Aerobatic Team
Visit: www.raf.mod.uk

To find out about other great family things to do in Lincolnshire Visit:

www.daysoutwithkids.co.uk/lincolnshire/2

www.visitlincolnshire.com/content/see-do

www.kidsdaysout.co.uk/kids-days-out-england/lincolnshire.html

www.lincolnshire.org/5-free-days-lincolnshire



Section 12 Apprenticeships

Apprenticeships provide opportunities to both the Apprentice and the Employer and are increasingly recognised as the gold standard in work-based learning in many industries. Apprenticeships give aspiring professionals the real world experience they need to get the edge in business.

Apprentices learn in the workspace, building up work based knowledge and skills, gaining qualifications and earning money all at the same time. Most of the training is 'on the job' – working with a mentor to learn job-specific skills at your place of work. Additional skills and knowledge are provided by a college or work-based learning training provider.

To find out about Apprenticeships in Lincolnshire please visit:

www.apprenticeships.org.uk



Section 13 Skills for Life

Would you like to improve your letter writing, feel more confident with spelling and completing application forms? Would you feel happy if you could check and manage your money, understand percentages and help your children with their homework?

Functional Skills qualifications in English and maths at Levels 1 and 2 are available from learning providers across the county. Courses and qualifications are free! You'll receive lots of help while you learn.

To find out more contact the **National Careers Service** on: 0800 100 900 or visit their website:
www.nationalcareersservice.direct.gov.uk

If you think you need additional support in English or maths to complete your course please speak to your Tutor.



Digital Literacy

The Internet has become a major part of many people's lives. As more and more businesses and support services move on-line, the need to understand how to use the internet has become essential. Digital Literacy, the term used to describe these skills, is now being offered by many learning providers either as a separate course or as part of other courses.

- Apply for benefits, your car's tax disc or your TV licence;
- Make telephone or video calls to friends anywhere in the world;
- Order your shopping to be delivered to your door;
- Share photos, thoughts and ideas with friends or likeminded people;
- Promote yourself, find and apply for jobs; and
- Learn, develop and gain a qualification.

A lot of people are put off getting online because they think it will be too complicated or they are worried about the dangers associated with it. If you have children it's useful to talk to them about their online habits and learn e-safety together.



- Think carefully about what information you share and where; for example do you put when you're on holiday on your social networking site, do you share your birthdate with people (who could use it to steal your identity) and do you use the same password for everything?
- Make sure you know how to access online finance (your bank or loan company) securely, so you don't accidentally give the details to a website pretending to be your bank;
- Use in-built privacy settings to protect the information you need to keep safe;
- Ensure your computer security software is up to date; and
- Be aware that some websites or devices may share information (such as your location) without you realising it.

Visit www.getsafeonline.org for more advice on staying safe online

Maths 4 Us

We use maths every day, whether at home, at work or at the shops. Help is available to improve your skills.

Learning maths as an adult is different to how you learnt it at schools – maths can help you make your money go further, plan for the future, give you the confidence to help your children with their homework and strengthen your job or promotion prospects. Improving your maths is infectious: children, grandchildren and friends will learn from you.

An estimated 1 in 4 adults in England do not have the basic maths skills needed for everyday life. If, like thousands of others, you feel your maths skills are holding you back, then there is help available. **Maths4Us** helps people to improve their maths skills. For free resources check out www.learningmathsonline.ac.uk

VAT the easy way

At the moment VAT is 20%. There are a lot of ways to work this out; here's one of them.

First find 10%

You do this by dividing the total by 10. (10% is one tenth of 100%)

Then multiply by 2

(20% is twice as much as 10%)

**Here's an example:
The plumber's bill comes to £140 before VAT, how much will his final bill be?**

First divide £140 by 10 to find 10%

$$140 \div 10 = 14$$

Double this to give 20%

$$14 \times 2 = 28$$

Add this on to give you the final bill

$$\pounds 140 + \pounds 28 = \pounds 168$$

“Absolutely fantastic. This course did help me to make my mind up about the starting of a new business. It gave me the confidence that I needed. Thank you so much.”

Learner feedback (ESH)

“I found this course to be well structured, interactive and very informative. The tutor made sure we understood everything did in a fun and interesting manner”

Learner feedback (Soteria)

Digital Safeguarding

Computer skills are vital to access employment and are classed as an essential skill for life. Internet use for work, home, social and leisure activities is expanding across all sectors of society as is the use of new technologies that enable easier communication and sharing of information. All of these have the potential to enhance our daily activities but may equally present challenges to us all in terms of keeping ourselves safe.

Learners will be encouraged to access various technologies in sessions and in some independent research and therefore expected to follow the Lincolnshire County Council's (LCC) Acceptable Use Policy (AUP) for learners and staff.

Learners' Responsibilities

Learners, who attend IT or iPad courses, are required to sign an agreement to state that they agree to the terms of our AUP and their e-safety responsibilities as outlined below:

Learners should fully participate in e-safety activities and report any suspected misuse of the internet to a member of staff.

Learners & Staff are expected to:

- Behave in a safe and responsible manner
- Treat equipment with respect
- Be polite and not use e-mail, social media or blogs etc to make negative comments, bully or insult others
- Use the resources only for educational purposes
- Reveal their personal details or passwords
- Visit websites that are offensive in any way
- Use chat rooms or newsgroups (unless asked for educational use)
- Download anything inappropriate or install any programs
- Download Apps that are not for education purposes.

Learners & Staff must not:

- Use someone else's login details or share your own
- Have any inappropriate files (e.g. copyrighted or indecent material)
- Attempt to circumvent or "hack" any systems
- Use inappropriate or unacceptable language
- Photograph any other person without their consent.

Breaching these Rules may lead to:

- Withdrawal of use of LCC technologies.
- Temporary or permanent prevention of access to the relevant pages on the Internet

Adult Skills and Family Learning Qualifications

A number of Community Learning as well as Family Learning courses offer the opportunity to gain a nationally recognised qualification at a level to suit you. These qualifications may be portfolio based and completed throughout your course, or exam based with an assessment being taken at the end of your course. Please ask your Tutor for more details.

Access to Fair Assessment Policy (full version available upon request)

The Adult Skills and Family Learning Service provides fair access to assessment for all learners on qualification courses. Assessments will be carried out in accordance to the requirements specified by the relevant awarding bodies and the Joint Council for Qualifications (JCQ).

The LCC Access to Fair Assessment Policy applies to all accreditation courses offered by the Community Learning Service, and its Contracted Providers where applicable.

This policy relates to:

- Fair Assessment
- Internal Assessment
- Arrangements for Candidates with Special Access Requirements
- Candidates who may require reasonable adjustment

Learner Appeals Procedure (full version available upon request)

This appeals procedure relates to all accredited courses offered via the Adult Skills and Family Learning Service

The Principle Commissioning Officer (Learning) is responsible for the management of appeals and will disseminate information, upon request, to all candidates about the appeals procedures.

Appeals should be made in writing within 10 working days of receipt of results to the Principle Commissioning Officer (Learning). The letter should contain the details of the complaint, which qualification it relates to and the reasons for the appeal. The letter should be sent to the Principal Commissioning Officer (Learning) at the address provided on page 2 of this handbook.

If you have any concerns regarding information that you find on the internet you can report any findings through the following sites:

www.ceop.police.uk www.thinkuknow.co.uk www.parentzone.org.uk

Section 14 Children's Centres

Lincolnshire Children's Centres offer services and activities for all families and carers with children from birth to five.

There are Children's Centres in most communities across Lincolnshire which are places where families with children aged 0-5 can receive a range of services, depending on the needs of the community.

Any adult caring for a child can access services at centres. This includes grandparents, fathers, foster carers and childminders.

You're welcome at any children's centre, they offer a fantastic variety of activities, free drop in sessions, and helpful services.

Some centres provide services in one location, while others provide services in community halls, libraries and other places that are easy to access.

All centres offer:

- Child and family health services
- Advice and information for families
- Childcare and early education
- Support for parents on a range of issues
- Training and employment advice
- Outreach services to children and families not attending the centre.

Each centre will offer additional services and activities according to the needs of the community.

These can include:

- parent and toddler groups
- baby massage sessions
- messy play sessions
- baby clinics run by health visitors
- toy libraries and sensory rooms
- lone parent support groups
- twins and multiple birth support groups

and many more! All centres involve parents in planning their activities, and they give you the chance to make new friends and share experiences.

To find your nearest Children's Centre look online at:

www.lincolnshire.gov.uk/parents/family-support/childrens-centres

Or call the Family Information Service on: 0800 195 1635



Section 15 Further Learning Opportunities

The aim of these partnerships is to improve access to learning, increase the number of learners and enrolments and provide high quality, value for money learning opportunities.

Adult Skills and Family Learning Service continues to deliver Family Learning, but all other courses are offered via commissioned providers. Partners change each year and include further education colleges, schools and community based providers. This approach ensures that there is a wide range of learning opportunities across the county, giving more choice for our learners.

To find out more about our partners please go to the Adult Skills and Family Learning Service website at www.2aspire.org.uk and follow the Learning Partners link at the bottom of the page. Information is also in the Grow Adult Learning brochure which can be obtained from various community venues from August onwards. Contact details of our Learning Providers' are detailed below for your convenience.

To find out more about the courses available in your area please call 01522 782011 or go to www.2aspire.org.uk.

1 click away

Lincolnshire County Council Learning Providers, 2018-19

Boston College

Skirbeck Road, Boston, PE21 6JF

Tel: 01205 313218

Website: www.boston.ac.uk

Community Learning in Partnership (CLIP)

8 Queen St, Market Rasen LN8 3EH

Tel: 01673 843489

Website: www.cliplearning.com

ESH Consultancy & Training Ltd

Linden House, Stainton By Langworth, Lincoln, LN3 5BL

Tel: 01673 861838

Website: www.eshconsultancy.co.uk

Grantham College

17 The George Shopping Centre, Grantham NG31 6LH.

Tel: 01476 400274

Website: www.grantham.ac.uk

Heritage Trust of Lincolnshire

The Old School, Cameron Street,

Heckington, Sleaford, Lincs., NG34 9RW

Tel: 01529 461499

Website: www.lincsheritage.org

Lincoln Pelican Trust

20-22 Crofton Road, Allenby Industrial Estate, Lincoln, LN3 4NL

Tel: 01522 513533

Website: www.pelicantrust.org

Grimsby Institute

Heath Road, Skegness, Lincs., PE25 3SY

Tel: 01754 761867

Website: www.lincsrc.co.uk

Linkage Community Trust

Toynton Hall, Toynton All Saints Spilsby PE23 5AE

Tel: 01754 761867

Website: www.linkage.org.uk

Live and Learn

The Old Bakery, Bull Lane, Ketton,
Stamford PE9 3TB
Tel: 01780 720264
Website: www.liveandlearncic.com/liveandlearnaboutus

New College Stamford

Drift Road, Stamford PE9 1XA
Tel: 01780 484300
Website: www.stamford.ac.uk

RHG Consult Limited

The Stables, Marston Trussell,
Market Harborough, LE16 9TY
Tel: 0345 6039311
Website: www.rhgconsult.co.uk

Riverside Training Services Ltd

Office Unit 2, First Floor, Britannia
House, Marshalls Yard, Beaumont Street,
Gainsborough DN21 2NA
Tel: 01427 677277
Website: www.riverside-training.org.uk

Seagull Recycling

The ECO Centre, Off Richmond Drive,
Skegness, PE25 3TH
Tel: 01754 765746
Website: www.seagullrecycling.org.uk

**Skegness College
of Vocational Training**

2a Wilford Grove, Skegness
Lincs, PE25 3EZ
Tel: 01754 610620
Website: www.skegnesscollege.co.uk

Soteria Solutions

Acacia House, Rainwalls Lane, Sutterton,
Boston, PE20 2ED
Tel: 0845 3038635
Website: www.soteriasolutions.co.uk

TaylorITEX

Black Sluice Lock Cottages,
1 South Forty Foot Bank, London Road,
Boston, PE21 7RA
Tel: 01205 360800
Website: www.tayloritex.co.uk



Why volunteer?

Do you have time to spare and would like to gain new skills? Would you like to meet new people, make great friends and make a difference to others?

Why not try volunteering?

There are as many reasons why people volunteer as there are benefits in volunteering. These range from building up your self-confidence and meeting new people, to trying something new and making a difference to the community you live in. For some, volunteering can be a route to employment, or a chance to try something different which may lead to a career change. Training and supervision will be given for all volunteering opportunities

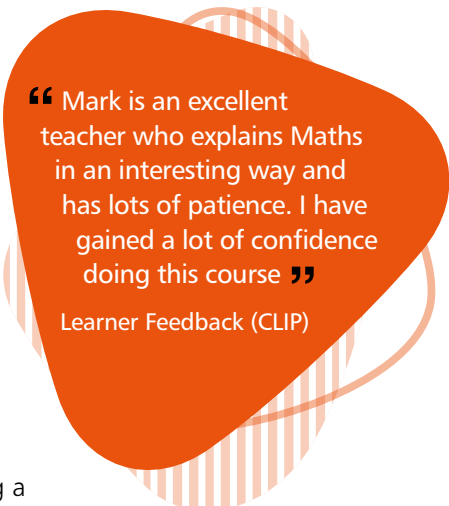
'Feel valued, gain new skills and have fun!'

Volunteering opportunities

A wide variety of volunteering opportunities are available from helping out in your local school/library/museum, working with children and the environment, working with a local charity and supporting and befriending families.

How do I find out more?

Contact your local Volunteer Centre and they will tell you about volunteering opportunities in your area. You can also find out about volunteering opportunities from your learning provider.



“ Mark is an excellent teacher who explains Maths in an interesting way and has lots of patience. I have gained a lot of confidence doing this course ”

Learner Feedback (CLIP)



Ask your local library or museum if there are any volunteering opportunities available.

Libraries:

01522 782010

Heritage sites:

01522 782040

Volunteer Centres

South Lincolnshire Community and Voluntary Service:
www.lincolnshirecvcs.org.uk

Boston Borough

The Len Medlock Voluntary Centre
 St. George's Road, Boston, PE21 8YB

Tel: 01205 365580

Email: enquiry@lincolnshirecvcs.org.uk

South Kesteven

Autumn Bank Business Park, Dysart Road,
 Grantham, NG31 7DD

Tel: 01476 561798

Email: enquiry@lincolnshirecvcs.org.uk

South Holland

c/o SHDC, Council Offices, Priory Road,
 Spalding PE11 2XE.

Tel: 01775 718008

Email: enquiry@lincolnshirecvcs.org.uk

Volunteer Centre Services:
www.voluntarycentreservices.org.uk

East Lindsey Office (Manby)

Voluntary Centre Services, Care of East Lindsey
 District Council, Tedder Hall,
 Manby Park, Louth, Lincolnshire, LN11 8UP

Tel: 01507 613080

Email: enquiry@lincolnshirecvcs.org.uk

VCS North Kesteven

26 Carre Street, Sleaford, NG34 7TR

Tel: 01529 308450

Email: [northkesteven@](mailto:northkesteven@voluntarycentreservices.org.uk)

voluntarycentreservices.org.uk

VCS Lincoln

16- 26 Tentercroft Street, Lincoln,
 Lincolnshire, LN5 7DB

Tel: 01522 551683

Email: [lincoln@](mailto:lincoln@voluntarycentreservices.org.uk)
voluntarycentreservices.org.uk

VCS West Lindsey

The Guildhall, Marshall's Yard, Gainsborough,
 Lincolnshire, DN21 2NA

Tel: 01427 613470

Email: [westlindsey@](mailto:westlindsey@voluntarycentreservices.org.uk)
voluntarycentreservices.org.uk



Total Voice Volunteer Advocates is an advocacy and involvement service for people who have; Learning Disabilities, Mental ill health, Dementia, Physical disabilities, Sensory Impairments.

Website:
www.totalvoicelincs.org



Royal Voluntary Service is a volunteer organisation that enriches the lives of older people and their families across Britain. Supporting older people by giving time and practical help to help them get the best from life.

Website:
www.royalvoluntaryservice.org.uk



Or visit www.do-it.org.uk for a list of all the volunteering opportunities in your area

A Learner Support Fund is available for course related costs. Ask your Tutor for more information

Adult Skills and Family Learning – working to improve employment outcomes

The Adult Skills and Family Learning Service promotes and delivers a wide range of learning opportunities to help people who are not in employment, education or training to develop the skills to gain employment and become 'job ready', supporting the needs of employers and learners in Lincolnshire, both now and in the future. The Adult Skills and Family Learning Service also delivers provision which will allow you to develop new skills to support future career changes.

Our courses will give you opportunity to develop key personal skills, qualities and attitudes required by employers as well as help you progress on your chosen course.

These can include:

- Work and life experience
- Good work ethic (personal qualities including being dependable and punctual)
- Good attitude – conscientious, motivated, positive, honest
- Enthusiasm and commitment
- Ability to get on with colleagues
- Motivation
- Taking pride in work done, regardless of the level of the task
- Being customer focussed
- Good communication skills (particularly listening and interpersonal skills)
- Organisational skills
- Ability to solve problems
- Desire to learn new skills
- Good written, verbal, basic maths and computer literacy skills
- Having a bank account
- Understanding the importance of time-keeping
- Being aware of appropriate dress
- Understanding Health & Safety responsibilities
- Taking responsibility for own actions

Looking for inspiration to help you with your career choices? Greater Lincolnshire has a wealth of exciting job roles within diverse industries and sectors which can be found on the World of Work website: www.theworldofwork.co.uk



Applying for vacancies

Your application is the first chance you have to impress an employer. Make sure you carefully read the job advert and apply as instructed. If you're asked to complete an application form don't send a CV!

Application forms

Tips for filling in application forms

- Make sure you follow all instructions on the form.
- Take your time and do it carefully.
- Always practice on a copy of the form. When you're happy with what you want to say fill in the original form.
- Use black ink – your form may be photocopied
- Make sure your writing is neat and clear – if possible word process it.
- Complete all sections of the form. If you need more space, continue on a separate sheet of paper but remember to put your name on it and the job title.
- Read the job description and mark the key points – try to match your experience and skills to these.
- Always tell the truth - don't be tempted to make things up.
- Find two people who are happy to be given as referees – this would usually be a teacher or tutor and an adult who knows you well. Do not use a relative.
- Read through your completed form – make sure you check your spelling. Get someone else to read through the form too.
- Take a copy of the form before you send it off - you'll need to read through it before you go to your interview.
- Make sure you send it off on time – it won't get looked at if it's late.



It can save time to use information from a previous application form you've filled in. But don't just copy the information across – make sure it's relevant for the vacancy you're interested in.

CVs

There are no rules about what you should put in your CV but it's usual to include:

- Personal details – name, address, phone number, email address.
- A personal profile – two or three sentences that highlight your strengths (what you're good at)
- Education – the names of the schools and colleges you've attended (don't include primary schools).
- Qualifications – include any predicted grades.
- Employment and work experience – employer's names with dates and a short description of what you did. Include any voluntary work you've done or are doing.
- Interests and hobbies – mention two or three of these.
- References – this would usually be an employer or previous employer or someone who knows you well but not a relative.

Most employers will only spend 30 seconds looking at each CV. So, it's important to create a good impression.

Tips for writing a CV

- Gather all your information together before you start to write your CV.
- Keep it short and to the point – no more than two sides of A4.
- Always word process it – you could use the computers at your local library to do this.
- Use clear headings and the same font throughout.
- Don't make up information or leave unexplained gaps.
- Print it out on plain A4 paper – don't use coloured or scented paper!
- Read through your finished CV – make sure you check your spelling.
- Get someone else to read through it too.
- Remember to save a copy before you send it off.

Make sure you tailor your CV to the vacancy you're applying for. Read the job description and mark the key points then try to match your experience and skills to these. You'll be more successful if you make your CV relevant to what the employer is looking for.

You will need to keep your CV up to date by adding relevant details and removing information that no longer needs to be included.

Covering letters for CVs and application forms

When you apply for a vacancy you should send a covering letter with your CV or application form. It should:

- Have your name, address, phone number and email address on it.
- Be neat and well presented – check your spelling.
- Say which job you're applying for and where you saw it advertised.
- Briefly explain why you want the job.
- Let the employer know that you've attaching your CV or completed application form.



Tips for writing your covering letter

- Keep it short and to the point.
- Think carefully about what you want to say – do a rough copy first.
- Word processes it unless the employer asks for it to be hand written.
- Use plain white paper and envelopes, it will be easier to read and look more professional.
- Read through your finished letter and get someone else to check it too.
- Remember to keep a copy.

Remember to keep an up-to-date list of the employers you've contacted.

The National Careers Service makes it easy for everyone to find accurate information on learning and work, with professional advice to help you make the right choices. Advice is free of charge and available online, via webchat and over the phone.

The National Careers Service can help you:

- Understand the job market
- Find out about different careers and what qualifications and skills you require
- Look at the skills you already have and how to improve them
- Develop your CV and improve your interview skills
- Find a learning or training course
- Find out about funding to support your learning

If you're an adult aged 16 or over, you can open a **Lifelong Learning Account** - a free online service allowing you to store your Skills Health Check, CVs and course searches in one place. The National Careers Service is available in a wide range of locations across England.

You can book an appointment to speak to a National Careers Service adviser face-to-face in your local area if you're aged 19 or over (18 or over if you're a Jobcentre Plus customer).

<https://nationalcareersservice.direct.gov.uk>

or call 0800 100 900

Follow us on:

Facebook: [nationalcareersservice](https://www.facebook.com/nationalcareersservice)

Twitter: [@nationalcareers](https://twitter.com/nationalcareers)

"During the course I had practical help with my CV and accompanying letters ... This has resulted in 100% success in job offers"

Grimsby Institute learner feedback

"Never felt rushed (and I'm not a fast learner!), thanks to the tutor's considerate style of teaching"

Learner feedback (Live and Learn)

Help in another language?

The National Careers Service provides a free language line service by bilingual advisers in eight different languages. The advisers also act as translators between the caller and a local provider.

- Farsi 0800 093 1116
- French 0800 093 1115
- Gujarati 0800 093 1119
- Polish 0800 093 1114
- Punjabi 0800 093 1333
- Somali 0800 093 1555
- Sylheti 0800 093 1444
- Urdu 0800 093 1118

Lines are open Monday to Friday, 9am to 5pm, (Punjabi and Urdu 9am to 8pm)

Further Study websites

BBC Skillswise

Skillswise is the BBC's adult literacy and numeracy website aimed at all adult learners, their tutors, trainers and advisors to help improve reading, writing and number skills.

Website: www.bbc.co.uk/skillswise

Headway Online

(Oxford University Press)

Practise your English with interactive exercises, puzzles and games

Website: <https://elt.oup.com/student/headway/>

Learning Maths Online

Helping people to improve their maths skills

Website: www.learningmathsonline.ac.uk

Citizen Maths

Online learning to support classroom maths

Website: www.citizenmaths.com

Duolingo

Learn a language

Website: www.duolingo.com



Lincolnshire Family Services Directory

is an online guide to services and information on local organisations for parents, practitioners, children, young people, providers and partners

Tel: 0800 195 1635

Website: <https://lincolnshire.fsd.org.uk>



Parentline

offers advice on any family problems

Tel: 0808 800 2222

Website: www.familylives.org.uk

Mental ill health can affect anyone at any time.



Lincolnshire Partnership NHS Foundation Trust

provides specialist health services for people with a learning disability, mental health, and drug or alcohol problem.

Tel: 01529 222200

Website: www.lpft.nhs.uk



MIND- for better mental health

Provide advice and support to empower anyone experiencing a mental health problem.

We campaign to improve services, raise awareness and promote understanding.

Tel: 0300 1233393

Website: www.mind.org.uk



Rethink Lincolnshire Carer Support

Rethink Mental illness work to support everyone affected by severe mental health illness. Supports carers (family member, friend, partner etc.) and people with Mental Health problems or a Carer with Mental health issues.

Tel: 01522 536029

Website: www.rethink.org

* disclaimer, LCC is not responsible for the content of external websites

SAMARITANS

Samaritans

provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Website: www.samaritans.org

Email: jo@samaritans.org

Tel: 08457 90 90 90



Relate

offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website.

Tel: 0300 100 1234

Website: www.relate.org.uk



Citizens Advice Bureau

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Website: www.citizensadvice.org.uk



Money Advice Service

Free, clear, unbiased advice to help you manage your money.

Tel: 0300 500 5000

Website: www.moneyadviceservice.org.uk



Lincolnshire Credit Union

is a great place to save and borrow money from.

Tel: 01522 528886

Website: www.lincscreditunion.org.uk



National Careers Service

The National Careers Service, for those aged 13 and over, gives high quality advice to those who want to get on in life. It's never too late to re-train or start a new course.

Tel: 0800 100 900

Website: www.nationalcareersservice.direct.gov.uk

Jobcentre Plus

Jobcentre Plus provides a wide range of information and services, like benefits, loans and grants and help with finding a job.

Website: www.gov.uk



Being Dyslexic

is a website for anyone with dyslexia, or anyone interested in finding out about dyslexia. Packed full of dyslexia information.

Tel: 01823 352749

Website: www.beingdyslexic.co.uk



Victim Support

A national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.

Tel: 0845 30 30 900

Website: www.victimsupport.org



Homestart

Homestart provide a unique service; recruiting and training volunteers who themselves have parenting experience, to work with families in their own homes, building supportive relationships and responding directly to the family's individual needs.

Tel: 01507 308030

Website: www.homestartlincolnshire.co.uk



Every-One

Every-One is a Lincolnshire based social enterprise and registered charity, that aims to work inclusively with everyone, to ensure that every one carer and people that are cared for, are at the centre of their own wellbeing.

Tel: 01507 308030

Website: www.homestartlincolnshire.co.uk

CEOP

Child Exploitation and Protection Centre

provides advice for parents and young people

Website: www.thinkuknow.co.uk
www.ceop.police.uk

Department for Business, Innovation and Skills

For information about government policy on skills and the economy

Website: www.gov.uk

**Department of Education
The Library Service**

Responsible for infant, primary and secondary education and children's services

Website: www.education.gov.uk

Hotcourses

Visit the hotcourses website for information on other courses available

Website: www.hotcourses.com

ITCH Network

Information Technology can Help – Computer Assistance for Learners with Disabilities

Website: www.itcanhelp.org.uk

Just Lincolnshire

Promoting Equality and diversity in Lincolnshire

Website: www.justlincolnshire.org.uk

Learn Direct

Over 600,000 distance and online courses.

Website: www.learndirect.co.uk

Learning and Work Institute

promoting adult learning, through work with learners, learning providers and funding bodies

Website: www.niace.org.uk

The Library Service

Provides a range of library services including borrowing books and DVDs, using a computer, photocopying, etc.

Tel: 01522 782010

Website: www.lincolnshire.gov.uk/libraries

The World of Work

Promoting employment opportunities in Lincolnshire

Website: www.theworldofwork.co.uk

Lincolnshire Safeguarding Adults

Customer Service Centre: 01522 782155

LSCB

Lincolnshire Safeguarding Children Board

working towards safeguarding and promoting the welfare of children in Lincolnshire

Website: www.lincolnshirelscb.org.uk



making the broadband connection

onlincolnshire

– Broadband Plan for Lincolnshire

Lincolnshire County Council is investing £48 million to ensure that around 90% of the County's residents can access Superfast broadband. Look on the website to see what support is available for local communities

Website: www.onlincolnshire.org

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Equality and Diversity Quiz Answers

Answers: 1a, 2c, 3b, 4c, 5b, 6c, 7c

– please find out about the Prevent strategy on page 13

Health and Safety Quiz Answers

Answers:

1c, 2b, 3a, 4a, 5b, 6a, 7c, 8a

Sustainability Quiz Answers

Answers: 1c, 2c, 3c, 4d



“ I have been given skills to use to have a more mindful/peaceful life ”

Learner feedback (New College Stamford)

“I have enjoyed the course and it has helped me to start to get my life back after a serious illness and begin to get back into the real world”

New College Stamford learner feedback