



Community Learning and Skills Service

Newsletter

Hello everyone, welcome to the Summer issue of the Community Learning and Skills Service (CLaSS) newsletter. This issue includes how our learners and participants benefit from our services, CV writing skills, and our latest news.

SUMMER
2022

CLaSS offers various community learning courses and skills projects including Future Bright, Works4Youth, and We Work for Everyone to South Gloucestershire residents. Our purpose is to overcome barriers, stretch minds and build resilience and skills for today and tomorrow. Through taking part and working with us, adults, young people and families can achieve their aspirations through improved work skills and personal development, stronger families and healthier creative lives.

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Our New App

Good News Stories

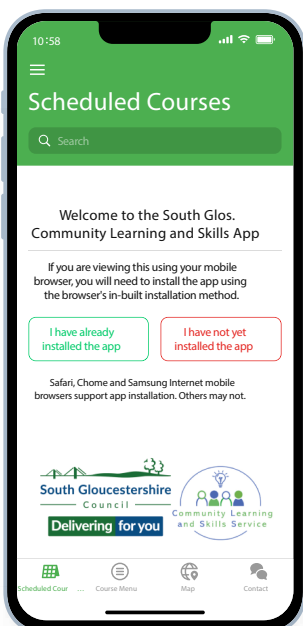
- ◆ Community Learning
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- ◆ We Work for Everyone

CV Writing Skills

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Check our new course app out!



Free course app

Few or no qualifications? Want to gain skills and build confidence? We can help.

Scan the QR code on the left or go to this link:
<https://acl-south-glos.glideapp.io/>
to install the App to look at the latest courses in your local area.

Spotlight on Community Learning: Richard's story

I always thought my confidence in reading was holding me back from getting the job I wanted. I heard about the Community Learning course in Developing your Reading Skills from my Future Bright coach. I wanted the opportunity to apply for a security job in an Airport. I knew that in order to do this I would have to be confident in my Reading Skills.

I started initially on the Developing Readers Course with a number of other learners. I found my skills started developing very quickly. I began reading a number of books which have helped me make further progress.

I have now been attending reading courses for two terms and am currently attending the improvers course. I am also reading an increasing number of books. I try to make sure I read every day to improve my skills. I also enjoy completing wordsearches.

I get on well with the other learners in my class and we support each other to make sure we are all learning. My teachers have told me that they are impressed with the progress I have made. I have even been able to progress onto an IT for Wellbeing course where I have successfully used Excel in a number of situations.

I feel if I continue to make progress I will in the not-too-distant future be able to apply for the job of my dreams.



Stock image

Richard Williams

Hear what one of the learners say about Community Learning:

I feel more confident and pleased with how I have coped in class.

Kayla

Community Learning

We provide accessible and high-quality learning opportunities for eligible adults* to improve their skills and qualifications. Our courses cover Wellbeing, Employability, English & Maths courses up to Function Skills Level Two, English for speakers of other languages (ESOL), IT and Family learning which take place in accessible local venues, such as libraries, community halls and schools.



For further details, please contact us on

☎ 01454 864613 ✉ community.learning@southglos.gov.uk

* For adults aged 19+ with few or no qualifications; or experiencing other barriers to work.

Spotlight on Future Bright: DM's story

DM is a self-employed barber after being made redundant at his previous job. He was struggling to grow his own business as he lacked related skills. After engaging with Future Bright, he has the knowledge of how and where to build his business acumen.

Hearing about Future Bright from the local Job Centre, DM got in touch with the project to get support with building his customer base and understanding self-employment. He wanted to grow a business but was not confident taking any further steps due to his lack of business experience.

He worked with his career progression coach, Chris, catching up regularly in person and via email to create an action plan and work towards his goals.

During his coaching journey, DM has been supported and made to feel heard to the point where he has been able to verbalise his anxieties and begin to progress past them. This started by DM attending business courses suggested by Chris. He gained clarity through learning which has boosted his decision-making skills in a business environment. These are key steps to build DM's confidence.

DM is passionate about Future Bright, as it has been of great assistance to him in taking steps towards being a successful business person.

With Chris's support, DM has also awarded a £1200 grant from an external organisation which he was signposted to for enhancing his business skills, through training and improving his living. The financial support, gained through Chris's assistance, proved invaluable to him.

When being asked what impact his engagement with the project has had on his career and everyday life, DM said:

"It is really positive! I feel more confident, and I am more secured financially. Future Bright was just the right service that I needed."

DM encourages others who are still in doubt to get in touch, stating: "You won't regret it!"

The support provided by Chris has helped to transform DM's life. Please contact us if you want to follow DM's example and start to improve your work skills and career.

Hear what others say about Future Bright:

I felt supported and looked after.

AE

The service is friendly, approachable and all the coaches are knowledgeable and really helpful in various aspects.

Kyle Bennett

Future Bright



Offers free, one-to-one career coaching and support to help you take your next step at work.

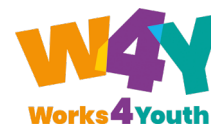
[Sign up here!](#)

☎ 01454 866008 ✉ future.bright@southglos.gov.uk



You need to be:

- ◆ Aged 18+
- ◆ Resident in South Gloucestershire
- ◆ In paid work including zero hours and self-employed or
- ◆ Receiving benefits/ tax credits -OR- earning below the Real Living Wage of 9.90 per hour



We work hand in hand to support you

Look at Mr A's story to see an example of how we collaborate across teams within the council to make a difference in the lives of local people and communities

Mr A

- ◆ Was living with his father who suffered greatly with mental health issues
- ◆ Had been isolated at home for almost 2 years, following some functional skills awards at college
- ◆ Found it difficult engaging in conversation with people. He had become very quiet and low in confidence



Adult Social Care Team

- ◆ Referred Mr A to Works4Youth
- ◆ Assisted with family issues

Referral



Works4Youth (Chris Brodigan as the Mentor)

- ◆ Offered Mr A regular mentoring sessions in order to help him get used to leaving the house and talking about different topics
- ◆ Building the rapport allowed Mr A to start exploring his aspirations, strengths, and opportunities
- ◆ Revised Education Health and Care Plan paperwork with Mr A during mentoring sessions, acting as the main point of contact. Helped Mr A with the paperwork so he could focus on training and learning
- ◆ Captured his voice and opinions on the Animal Care and Employability course during mentoring session

Collaboration on setting up training and learning



Referral



Collaboration on setting up future education

Community Learning Service (Sam Jones as the Development Worker)

- ◆ Enrolled Mr A on English and Maths courses in his local community. The meeting with the Development Worker in advance of the class gave Mr A the confidence to attend the courses. His Works4Youth mentor also met him at the first session to help with the transition

Preparing for Adulthood Team

- ◆ Concentrated on liaising with the SEND team to look at reviewing Mr A's EHCP and consider specialist education settings that would meet Mr A's needs and ambitions
- ◆ Set up trial days with a specialist animal education provision, whereby Mr A would be able to complete an Animal Care and Employability course



SEND Team

Liaison on Education Health and Care Plan



Mr A: "Chris understands me. I liked Works4Youth. It gave me confidence and I really liked it. I want to do it again if I can."

- ◆ Started his courses at the specialist farm provision two days a week. With both this and the two days doing English and Maths with Community Learning, he was all set up for training and learning
- ◆ Felt heard and understood by the Mentor which built his confidence and readiness for work

Works4Youth offers free and one-to-one support to help you find work, training or start your own business.

You need to be:

- ◆ Aged 16-25
- ◆ Resident in South Gloucestershire
- ◆ Not currently in employment, education or training

Sign up here!

- ☎ 01454 865009
- ✉ works4youth@southglos.gov.uk

Spotlight on We Work for Everyone: Luke's story

Luke was made redundant due to the Covid pandemic, and it was a worrying time for him. He had looked for a job for over a year before he successfully secured paid employment with the support of We Work for Everyone, a program aimed at helping those with learning difficulties.

Luke was matched with Career Navigator, Abbie, and together they began to work on a personalised action plan aimed at getting Luke a part-time job that fits his needs.

When asked how Luke worked with Abbie, he said:

"It's been a good experience. I feel like I have learnt a lot of communication skills, interview techniques, and Abbie has taught me how to be patient within my work life, which I really struggled with before."

Luke has had a total of five interviews during his journey with We Work for Everyone for different reception and other front of house roles within hotels. He has been supported by Abbie with interview

preparation, and CV writing, which built his confidence. It has been a truly great comfort to Luke that Abbie has attended each job interview with him to show encouragement.

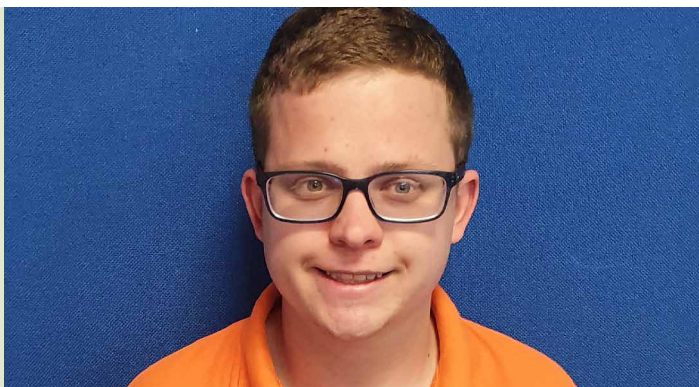
The impact on Luke's confidence and career from engaging with We Work for Everyone has been very positive. He says:

"I am now employed by a hotel as a booking administrator. I am looking forward to moving up the company and progressing as time goes on."

Please contact us if you want to follow Luke's example and start to make a change of your life.

Hear what one of the participants has to say about We Work for Everyone:

My career navigator has been very supportive and taught me interview skills and attended an interview with me. The process has been difficult, but I have now found two suitable jobs with my career navigator's help. I enjoyed when my career navigator supported me on my first day at Wise Owls After School Club which was a trial period from which I have now gained a permanent position. JE



JE works for Wise Owls

We Work for Everyone

WEWORK
for Everyone

Offers free and one-to-one support to help you into paid employment.

You need to be:

- ◆ Aged 18+
- ◆ Resident in South Gloucestershire
- ◆ Not in employment
- ◆ Have a self-identified or diagnosed disability, learning difficulty or Autism that is a barrier to finding work

Sign up here!

☎ 01454 863172

✉ weworkforeveryone@southglos.gov.uk

How to Write a CV?

CV stands for curriculum vitae, which is Latin for “course of life.” In the UK, a CV is normally a detailed outline of your academic career, any previous employment or work experience, and accomplishments.

A CV allows you to detail your educational history and work experience to show you are qualified for the role. Understanding how to format a CV will help you create a compelling document that leaves a positive impression on the hiring committee.

Here are some key elements to be included in a CV:

1 Name, telephone number and email address. Do not include age, date of birth, marital status, photo, or nationality.

2 Some short information that explains who you are and what you want to do.

3 Include any placements, volunteering and any paid jobs you have had. Write the employer details, the job title and the dates you worked there.

4 Qualifications, the school, college or university you attended, where you studied and the dates you attended these places.

5 Write 2-3 lines about what you did in your job and include skills that you used such as: ‘Good time management’ ‘Attention to detail’.

6 You can include any awards you have received or any works you have had published, this is optional and you may not have any.

CV Format

Janet Chobot

1 Name and contact information

2 Summary

3 Professional history

4 Education

5 Skills

6 Awards and Achievements

7 Publications

indeed
career guide

* You can also include any hobbies, interests or achievements at the end of the CV.

* Do not put a reference at this stage, instead write ‘references are available on request’.

Source: Indeed.com

Test yourself!

- How long should a CV be? **A)** 2 Pages **B)** 3 Pages
- Which of these would you include on your CV?
A) Your photo **B)** Your qualifications
- Should you send the same CV for every job you apply for?
A) Yes, you are the same person
B) No, employers look for different things

(The answers are on the last page)

CLaSS News

Community Learning and Skills Service receives glowing feedback from Ofsted inspectors

South Gloucestershire Council's Community Learning and Skills Service (CLaSS) has received very positive feedback following a recent Ofsted monitoring visit.

Ofsted inspectors carried out the visit to the council's adult education service at the start of 2022. A number of strengths were highlighted in their monitoring report including the relevance of learning provision provided, the effective partnerships formed with local organisations, the tutor/learner relationships, the preparation of students for the future and the safeguarding arrangements in place.

Some of the positive extracts of the report include...

Leaders have a clear and ambitious vision for the service. They use current information about local skills requirements to address effectively social disadvantages and improve employability skills through the curriculum.

Leaders have formed highly effective, collaborative partnerships within the council and in the local area with organisations such as the local further education college. They work together to meet local learning and skills needs effectively and reduce unnecessary competition and duplication of provision. As a result, learners have access to courses in their local communities that give them the confidence to participate more fully in their community.

Learners receive appropriate advice to enable them to make informed choices to prepare for their future career plans or goals.

Learners enjoy studying their programmes and have good relationships with their tutors, who provide strong professional and pastoral support. Learners develop valuable skills to support them in the future, including independent learning, timekeeping and preparation for work.

All staff have a good understanding and awareness of how to safeguard their learner groups. Learners are confident that staff at the provider would help them if they had any concerns about their own or their family's welfare. The designated safeguarding lead is well qualified and ensures that all staff have regular updates and the information that they can use with their learners.

South Gloucestershire Council's Cabinet Member for Education, Skills and Employment Cllr Erica Williams said: "We are delighted to see that the efforts of our community learning service have been recognised by Ofsted in this report. This is testament to the hardworking and dedicated staff and I would like to thank all of those involved for serving our communities and helping learners grow in confidence for their next steps.

"Making a return to learning later in life can be extremely rewarding. The service offers a range of courses to suit different needs and the tutors are committed to helping local people improve their skills and preparing them for jobs or further education."

Operating in communities across South Gloucestershire as well as online, CLaSS offer courses to adults that meet the needs of many different learners. The service teaches online and classroom-based learning in 37 accessible community venues across the South Gloucestershire area, such as libraries, community halls and schools.

The focus is on learners whose prior education attainment is below level 2 and the service aims to improve their skills and quality of life. Most participants study community learning courses that enable them to build and develop their confidence, acquire new skills and knowledge and prepare them for progression to both higher-level study and employment. Some of these courses lead to accredited outcomes in both functional skills and employability.

Meet our new staff



Aimee Hilbourne
Development Worker
@ Community Learning



Faye Bolderson
Employability Mentor
@ Works4Youth



Rhys Jones
Employability Mentor
@ Works4Youth

Updates around the Community

Is your organisation looking for funding, or additional funding for a project that supports children, young people (CYP), and families?

The Early Help Community Network (EHCN) Grant could be right for your organisation.

- ◆ A pot of £50,000.
- ◆ Apply for up to £2,000 per project.
- ◆ Deadline March 2023, but when the money is gone, its gone – don't miss out.
- ◆ Tell us how your project will impact CYP & families in South Gloucestershire.
- ◆ Tell us how you will measure success.



If you would like to start a business or grow an existing one, take advantage of universal business support. This free service, delivered by business consultancy Cool Ventures (www.coolventures.co.uk), can provide you with 12 hours of expert business advice and training. With over 20 business topics covered by experienced business advisors, you will leave the workshops inspired and with a clear action plan in hand. All small business owners, small charities, sole traders and residents based in South Gloucestershire are eligible. You can view upcoming workshops on www.coolventures.co.uk/workshops. To get in touch with Cool Ventures please email info@coolventures.co.uk or call 08000 418293.

Scan the QR codes to find us on social media



The answers of the quiz on page 6:
1: A; 2: B; 3: B