

# Lifelong Learning Guide

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## Spring Edition



**Worth a look.**

**Jan-Mar  
2025**

# Welcome.



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

During the last year, the service has continued to develop its work and has supported just over 4,000 young people and adults with high quality courses and work experience. Some of this work is delivered by a core team based at the Gwynneth Morgan Centre in East Hill. There is also a substantial number of on-line courses enabling more adult learners to access learning. When asked about their experience 99% of learners rated our courses as Good or Excellent.

The service continues to offer an extensive range of courses to choose from, whether you are looking for an apprenticeship, wanting to improve your English, maths, or computer skills, seeking to change your career, looking to return to work, or simply looking for something for your health, wellbeing, or personal development.

WCLL also connects with employers to understand their needs and ensure that we offer relevant courses to help local residents into work. One of our key priorities is to continue to increase the number, quality, and access to apprenticeships for local people and employers. Apprenticeships provide a fantastic opportunity for those already in employment to develop further skills and for those that are new to the labour market, offering opportunities in several sector areas.

Our personal development and employability skills courses are aimed at people who are

looking to return to the workforce, need to brush-up their existing skills, or want a change of career. Our personal careers guidance service offers impartial advice to help you choose the right course and can also provide information on progression routes, including career development opportunities.

WCLL's direct provision includes English, Maths, ICT and English for Speakers of other Languages (ESOL) courses and accredited employability courses. This has been particularly valuable to refugees who have been able to quickly access support and provision.

Partnerships are the key to successful adult learning, and we collaborate with partners who specialise in supporting learners in community groups. Working with a range of partners, large and small, enables us to offer courses from multiple venues across the borough.

The Business and Education Succeeding Together (BEST) work experience team is also part of Lifelong Learning. Relationships that have been built over a number of years mean that we were able to place over 1,200 young people during the last academic year. We are particularly fortunate to have so many local employers supporting young people and adults with their work experience and career aspirations. I hope you enjoy looking through this guide of what's on offer and take the opportunity to contact a member of the WCLL team for further information.

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



# Worth it.



## Lifelong learning. It's totally worth exploring.





For all stages of life. For personal or professional purposes. Whatever the goal, every year Wandsworth Lifelong Learning helps thousands of individuals and hundreds of organisations achieve their potential through its extensive network of delivery partners.

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

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

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

## Worth following:

-  [facebook.com/WandsworthLifelongLearning](https://facebook.com/WandsworthLifelongLearning)
-  [x.com/WBCLLearning](https://x.com/WBCLLearning)
-  [linkedin.com/company/wandsworth-lifelong-learning](https://linkedin.com/company/wandsworth-lifelong-learning)
-  [instagram.com/wandsworth.lifelonglearning](https://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

# English, Maths & ESOL

## → The Benefits for Learners

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



### English

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

### Maths

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

### ESOL

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

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

## → Course Highlights

### English

#### Functional Skills English

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

#### Intermediate Grammar

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

#### Develop Your Writing Skills

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

### Maths

#### Functional Skills Maths

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

### ESOL

#### Mixed Level Introduction to ESOL

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

#### ESOL Reading, Writing, Speaking & Listening

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

#### English Skills – Speaking and Listening

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

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

## Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course to match your needs. Call 020 8871 8055, or visit our Gwynneth Morgan Centre



Use the QR codes to register for each course online at: [wandsworthlifelonglearning.org.uk](http://wandsworthlifelonglearning.org.uk)



Worth it.

VIEW COURSES



## Getting into Work

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

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



Worth the **boost!**



## 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.

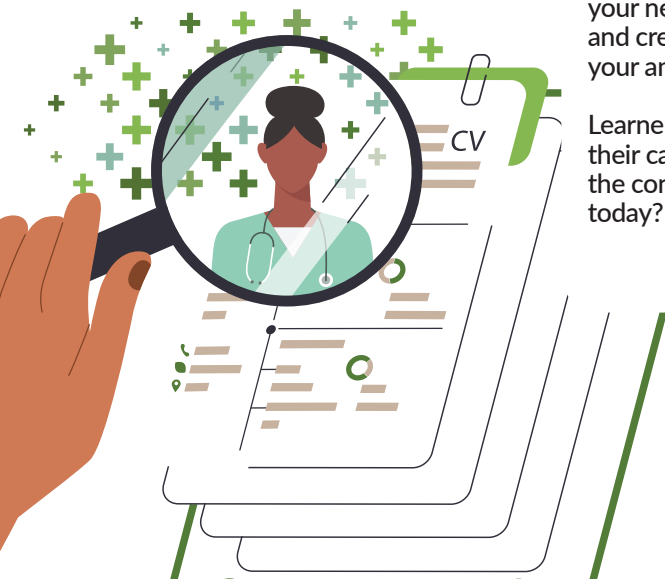
### Courses completed:

- Functional Skills Maths
- Functional Skills English
- Team Leading

# Getting into Work

## → The Benefits for Learners

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



### Job-Specific Skills

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

### Confidence Building

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

### Career Preparation

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

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

## → Course Highlights

### Job Application Essentials

#### Build an Effective CV

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

#### Preparing for Job Interviews

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

### Networking and Personal Development

#### How to Network Successfully in Person

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

#### How to Use LinkedIn Successfully

Enhance your online presence, engage with key contacts, and use LinkedIn to uncover job opportunities.

### Career Confidence

#### Building Resilience & Empowering Women (BREW)

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

#### Building Confidence and Assertiveness Skills

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

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

### Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course to match your needs. Call 020 8871 8055, or visit our Gwynneth Morgan Centre

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VIEW COURSES



# Get on at work

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



**Worth the growth!**



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

## Why did you enrol for the courses?

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

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

## Advice to others

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

## What impact has the course had on you?

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

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

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

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

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

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



# Get on at work

## → The Benefits for Learners

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



### Leadership Skills

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

### Workplace Effectiveness

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

### Specialist Expertise

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

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

## → Course Highlights

### Leadership and Management

#### First Time Manager

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

#### Effective Delegation in the Workplace

Learn how to delegate strategically, save time, and inspire your team.

### Workplace Effectiveness

#### How to Get the Most Out of a Meeting

Discover techniques to run productive, collaborative meetings.

#### Introduction to Business Administration

Covers key administrative skills for fast-paced environments.

### Industry-Specific Training

#### Hospitality Supervision & Leadership Principles

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

#### Advice and Guidance

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

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

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# Courses Jan-Mar

## → Learning Opportunities

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

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

It's definitely worth a look.

### Drop-in and see us at:

Gwynneth Morgan Centre  
52 East Hill  
London SW18 2HJ

### What you need to know:

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



## January 2025

<b>Introduction to Using LinkedIn</b> No. of sessions: 1 Time: 10am-12noon Start: 13 January Online	<b>Develop your Communication Skills</b> No. of sessions: 1 Time: 1-3pm Start: 13 January Online	<b>Build an Effective CV</b> No. of sessions: 1 Time: 9:30-11:30am Start: 13 January Online	<b>Public Speaking</b> No. of sessions: 1 Time: 1-3pm Start: 14 January Online
<b>Understanding Nutrition L2</b> No. of sessions: 10 Time: 10am-12:30pm Start: 14 January End: 25 March Online	<b>Running Effective Meetings</b> No. of sessions: 1 Time: 9:30-11:30am Start: 14 January Online	<b>Business Administration L1</b> No. of sessions: 8 Time: 10am-12noon Start: 15 January End: 12 March Online	<b>Introduction to Using Instagram for Business</b> No. of sessions: 1 Time: 10am-12noon Start: 20 January Online
<b>Effective Listening</b> No. of sessions: 1 Time: 10:30am-12noon Start: 20 January Online	<b>Plan to Succeed at Interview</b> No. of sessions: 1 Time: 9.30-11:30am Start: 20 January Online	<b>Problem Solving and Decision Making</b> No. of sessions: 1 Time: 1-3pm Start: 20 January Online	<b>Introduction to Mental Health L3</b> No. of sessions: 1 Time: 1:30-2:30pm Start: 20 January Online
<b>Counselling L2 (Evening)</b> No. of sessions: 12 Time: 6:15-8:15pm Start: 23 January End: 17 April Online	<b>Introduction to Project Management</b> No. of sessions: 1 Time: 10am-12noon Start: 23 January Online	<b>Develop Your Numeracy Skills – Basic Maths</b> No. of sessions: 2 Time: 1-3pm Start: 24 January End: 31 January Online	<b>Introduction to Mental Health L3 (Certificate)</b> No. of sessions: 1 Time: 9:30-11:30am Start: 25 January Online
<b>Time Management Techniques</b> No. of sessions: 1 Time: 9:30-11:30am Start: 27 January Online	<b>BREW – Building Resilience and Enterprise in Women</b> No. of sessions: 2 Time: 1-3pm Start: 27 January End: 3 February Online	<b>Customer Service for Hospitality</b> No. of sessions: 3 Time: 10am-12noon Start: 29 January End: 12 February Online	

# Courses Jan-Mar



## February 2025

<b>Conquer Procrastination to Take Charge of Your Time</b> No. of sessions: 1 Time: 9:30-11:30am Start: 3 February Online	<b>Hospitality Supervision and Leadership Principles</b> No. of sessions: 10 Time: 5:30-8pm Start: 3 February End: 28 April Online	<b>Mental Health L3</b> No. of sessions: 7 Time: 12:30-2:30pm Start: 3 February End: 29 September Online	<b>Intermediate Word</b> No. of sessions: 3 Time: 10-12noon Start: 4 February End: 4 March Gwyneth Morgan Centre (in person)
<b>Intermediate Excel</b> No. of sessions: 3 Time: 1-3pm Start: 4 February End: 4 March Gwyneth Morgan Centre (in person)	<b>Positively Presenting Yourself</b> No. of sessions: 2 Time: 9:30-11:30am Start: 4 February End: 11 February Online	<b>Getting Ready for Functional Skills Maths</b> No. of sessions: 2 Time: 1-3pm Start: 7 February End: 14 February Online	<b>Mental Health L2</b> No. of sessions: 7 Time: 9:30-11:30am Start: 8 February End: 17 May Online
<b>Building Resilience Skills</b> No. of sessions: 1 Time: 1-3pm Start: 10 February Online	<b>Self Care</b> No. of sessions: 1 Time: 1:30-3pm Start: 25 February Online	<b>Guiding Your Team Through Training, Coaching or Mentoring</b> No. of sessions: 2 Time: 1-3pm Start: 25 February End: 4 March Online	<b>Mindful Me</b> No. of sessions: 3 Time: 10-12noon Start: 28 February End: 14 March Online

**“It felt empowering to be able to add computer skills to my CV without feeling like a fake. I still get imposter syndrome, but I remind myself that learning is continuous...”**

**Read Lucy's Journey on p.31**



## March 2025

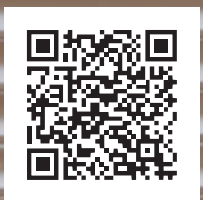
<b>Introduction to Management</b> No. of sessions: 1 Time: 1-3pm Start: 3 March Online	<b>L3 Award in Health and Social Care</b> No. of sessions: 10 Time: 10am-12noon Start: 3 March End: 19 May Online	<b>Building Self-Esteem and Unlocking Your Potential</b> No. of sessions: 1 Time: 9:30-11:30am Start: 3 March Online	<b>Responsible Leadership</b> No. of sessions: 2 Time: 1-3pm Start: 4 March End: 11 March Online
<b>Introduction to Using LinkedIn</b> No. of sessions: 1 Time: 10-12noon Start: 5 March Online	<b>Art for Wellbeing</b> No. of sessions: 3 Time: 5:30-7:30pm Start: 5 March End: 19 March Online	<b>Preparing to Work in Health and Social Care</b> No. of sessions: 6 Time: 10am-12noon Start: 6 March End: 3 April Online	<b>First Time Manager (Team Leader/Supervisor)</b> No. of sessions: 6 Time: 1-3pm Start: 10 March End: 14 April Online
<b>Managing Stress Management for Workplace Success</b> No. of sessions: 1 Time: 9:30-11:30am Start: 10 March Online	<b>How to Use Powerpoint</b> No. of sessions: 1 Time: 1-3pm Start: 11 March Gwyneth Morgan Centre (in person)	<b>Top Tips for Managing Data in Excel</b> No. of sessions: 1 Time: 10am-12noon Start: 11 March Gwyneth Morgan Centre (in person)	<b>Building Confidence and Assetiveness Skills</b> No. of sessions: 1 Time: 1-3pm Start: 11 March Online
<b>Digital Support for 50+</b> No. of sessions: 2 Time: 1-3pm Start: 3 February End: 25 March Gwyneth Morgan Centre (in person)	<b>Digital for ESOL</b> No. of sessions: 3 Time: 10am-12noon Start: 18 March End: 1 April Gwyneth Morgan Centre (in person)	<b>Develop Your Customer Service Skills</b> No. of sessions: 1 Time: 9:30-11:30am Start: 31 March Online	

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



# Apprenticeships

VIEW COURSES



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

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



**Worth the experience!**



## Personal and professional growth: Anastasia's Journey

### Why did you enrol for the courses?

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

### What impact has the course had on you?

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

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

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

### Looking Ahead

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

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

### Advice to others

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

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

**Apprenticeship completed:**  
Business Administration Level 3

# Apprenticeships

## → The Benefits for Learners

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

### Earn While You Learn

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

### Career Development

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

### Recognised Qualifications

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

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

## → Course Highlights

### Business and Leadership

#### Business Administration

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

#### Team Leader/Supervisor

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

### Customer-Focused Roles

#### Customer Service Practitioner

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

### Teaching Assistant

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

### Health and Wellbeing

#### Health and Social Care

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

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



The duration of all our apprenticeships is 12-18 months

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

Participation is subject to eligibility criteria.

Use the QR code to find out more or email [wcllapps@richmondandwandsworth.gov.uk](mailto:wcllapps@richmondandwandsworth.gov.uk)





## Lifeskills & Wellbeing

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

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



**Worth the positivity!**



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

### Why did you enrol for the courses?

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

### What impact has the course had on you?

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

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

### Advice to others

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

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

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

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

### Courses completed:

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

# Lifeskills & Wellbeing

## → The Benefits for Learners

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

### Building Confidence

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

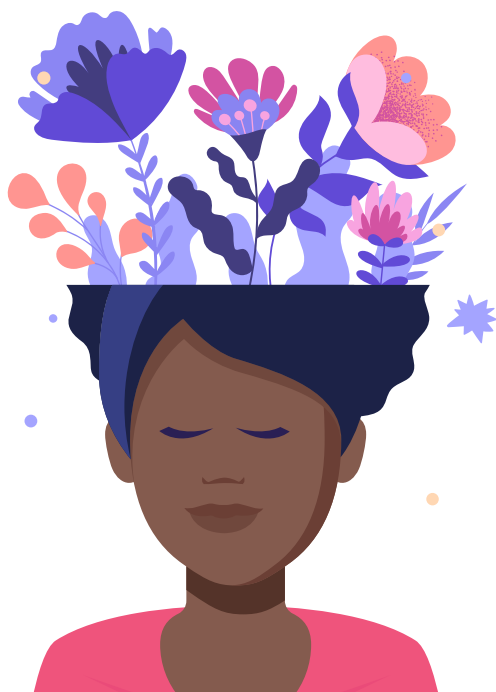
### Wellbeing & Resilience

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

### Personal Growth

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

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



## → Course Highlights

### Wellbeing, Self-Care, and Mindfulness

#### Mindful Me - An Introduction to Mindfulness

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

### Building Confidence and Resilience

#### Building Self-Esteem

Enhance your self-belief and unlock your full potential with practical strategies for personal and professional growth.

### Effective Communication

#### Effective Listening Skills in the Workplace

Master the art of listening to improve relationships, deepen understanding, and foster stronger connections at work and beyond.

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

### Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course to match your needs. Call 020 8871 8055, or visit our Gwynneth Morgan Centre



Use the QR codes to register for each course online at: [wandsworthlifelonglearning.org.uk](http://wandsworthlifelonglearning.org.uk)



VIEW COURSES



# Digital

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



Worth the confidence!



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

### Why did you enrol for the courses?

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

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

### Looking forward

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

### The Turning Point

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

### Advice to others

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

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

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

### Courses completed:

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



# Digital

## → The Benefits for Learners

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

### Essential Skills

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

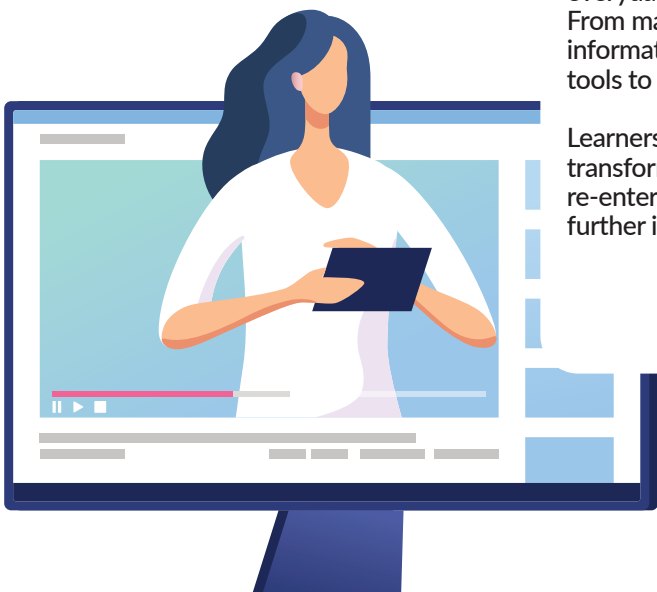
### Advanced Tools

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

### Practical Applications

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

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



## → Course Highlights

### Digital Skills

#### How to Use a Device

Learn to navigate laptops, tablets, or Chromebooks, and master basic operations to get started with confidence.

#### Digital Support for Over 50s

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

### Advanced Digital Tools

#### Excel (Introduction and Intermediate)

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

#### Word (Introduction and Intermediate)

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

### Practical Digital Applications

#### Top Tips for Managing Data in Excel

Learn to manage large datasets, apply mathematical operations, and present data visually with pivot tables and charts.

#### Introduction to Digital Skills for ESOL Learners

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

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

## Get in touch

Not sure which course is right for you? Contact us, and we'll help you find the perfect course to match your needs. Call 020 8871 8055, or visit our Gwynneth Morgan Centre

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# Our values

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



Worth the rewards.



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

### **Think Bigger**

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

### **Embrace Difference**

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

### **Put People First**

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

### **Connect Better**

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

### **Lead by Example**

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

# Our funders and partners

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



Worth working together.



SUPPORTED BY  
**MAYOR OF LONDON**





# Wandsworth Lifelong Learning

wandsworthlifelonglearning.org.uk



Learning available  
onsite or online



## Worth a visit

Wandsworth Council Lifelong Learning:

Gwynneth Morgan Centre  
52 East Hill  
London SW18 2HJ

t: 020 8871 8055

e: [edlifelong@richmondandwandsworth.gov.uk](mailto:edlifelong@richmondandwandsworth.gov.uk)

For more information about learning opportunities across London please visit  
[www.hotcourses.com](http://www.hotcourses.com)

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