



adult **skills** and family learning
learner **handbook**



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're interested in other learning opportunities, you can continue your learning experience by visiting our 2aspire website: www.2aspire.org.uk. 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 learning through the involvement of parents
- Gain a qualification

Adult Skills and Family Learning Service

Lincolnshire County Council,
Steafield Area Office, Eastgate,
Steafield, NG34 7EN

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:	
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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.
- Complying with the Learner Behavioural Policy provided on our 2aspire website.
- Providing information about yourself 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**.

Breaking the Code of Conduct

If your Tutor feels that you are not keeping to the agreed Code, the Tutor will meet with you to discuss the matter and agree how to tackle the problem. 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. Full details of the process the Council will follow if learners do not keep to the Code of Conduct are provided on the 2aspire website.

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 (LCC) 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.

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.

Further information about Learner support is available on the 2aspire website. If you think you need any additional support please talk to your Tutor or another member of the Adult Skills and Family Learning Service.

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.

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 and 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 cash in case of emergency.

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 **prevent@lincolnshire.gov.uk**

For advice, call **101** and ask for the Prevent team.

For immediate threats, such as a suspicious package or vehicle, always call **999**.

Full information on Prevent is available on the Lincolnshire County Council website: **www.lincolnshire.gov.uk/crime-prevention/preventing-extremism** (type in Prevent in the search bar)

Section 6 Health and Safety

- 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.

Talk to your Tutor if you would like any Health and Safety advice.

There is a lot of evidence to suggest that taking part in new activities can improve your health and wellbeing.

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.



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 15

Cancellation of Sessions

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

Adult Skills and Family Learning Qualifications

A number of our courses offer the opportunity to gain a nationally recognised qualification at a level to suit you. The 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). Further information can be found at: <https://2aspire.org.uk/learners/learner-support/>



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.

Unique Learner Number

A Unique Learner Number (ULN) is a personal 10-digit reference number which is used alongside and to access the Personal Learning Record of anyone over the age of 14 involved in UK education or training. The ULN links together all of your learner experiences, exam results and qualifications into an online learner record. Further information about the ULN can be found at:

<https://2aspire.org.uk/learners/>

Support Services

Information on a range of support services to help **people get to where they want to be in life**, from mental health to job hunting support, can be found at:

<https://2aspire.org.uk/learners/>

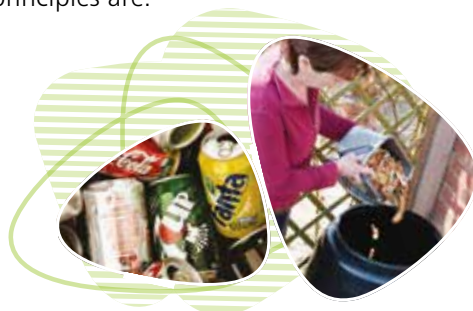
Sustainability

In response to climate change and the 2050 national net zero carbon target, LCC has developed a Green Masterplan that sets out the guiding principles of how they will meet this challenge. The three guiding principles are:

- Don't waste anything
- Consider wider opportunities
- Take responsibility and pride

For more information on the Green Masterplan please visit:

<https://www.lincolnshire.gov.uk/greenmasterplan>



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 <https://2aspire.org.uk/key-documents/asfl-privacy-notice/>

“ 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 fully funded, engaging opportunities 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 Fun Outdoors
- Learning through Play
- Let's Talk
- Family Crafts
- Family Fun with Food
- Family Fun with Reading
- Keeping up with the children ICT
- Grow Your Own
- Be Happy and Healthy
- Let's Talk for Parents with English as a second language

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 Family Learning in Action their speech and social life. I have become a more understanding mum to my children as a result of this course"



Section 10 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.

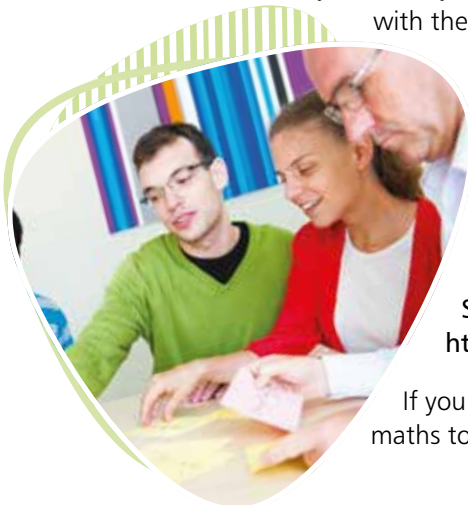


To find out about Apprenticeships in Lincolnshire please visit:

www.apprenticeships.org.uk

Section 11 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: **<https://nationalcareers.service.gov.uk/>**

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

Section 12 Digital Skills

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 tax 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.

Please review our course offer at **<https://2aspire.org.uk/courses/subjects/>** to find out about free online digital courses taking place near you.

Section 13 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

We expect Learners who take part in Lincolnshire County Council IT, Digital Skills or Online Learning courses to follow the guidance 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.
- Photograph any other person without their consent.

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

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

If you have any concerns regarding information that you find on the internet you can report any findings at www.ceop.police.uk

Section 14 Volunteering Opportunities

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

“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)

'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.

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

Libraries:
01522 782010
Heritage sites:
01522 782040

Volunteer Centres



**Lincolnshire Community
and Voluntary Service:**
www.lincolnshirecvs.org.uk

Head Office, Boston

Lincolnshire CVS, Room 8, Boston Borough
Council Offices, Municipal Buildings, West
Street, Boston, PE21 8QR
Tel: 01205 510888

South Kesteven

c/o South Kesteven District Council, Room 024,
St Peter's Hill, Grantham, NG31 6PZ
Tel: 01205 510888
Email: enquiry@lincolnshirecvs.org.uk

South Holland

c/o Tonic Health, 6 Broadgate House,
Westlode Street Spalding PE11 2AF
Tel: 01205 510888
Email: enquiry@lincolnshirecvs.org.uk
Volunteer Centre Services:
www.voluntarycentreservices.org.uk

East Lindsey

c/o East Lindsey District Council, Tedder Hall,
Manby Park, Louth, Lincolnshire, LN11 8UP
Tel: 01507 613080
Email: enquiry@lincolnshirecvs.org.uk



Connect to Support is an online, telephone, email
and live chat service offering an information and
advice library, community directory and marketplace
for Lincolnshire residents.

Tel: 0300 303 8789
Website: <https://lincolnshire.connecttosupport.org/>



Volunteer Centre Services:
www.voluntarycentreservices.org.uk

VCS North Kesteven

10 Bristol Arcade, Sleaford, NG34 7ST
Tel: 01529 308450
Email: northkesteven@voluntarycentreservices.org.uk

Lincoln

c/o City Hall, Beaumont Fee, Lincoln,
Lincolnshire, LN1 1DF
Tel: 01522 551683
Email: lincoln@voluntarycentreservices.org.uk

VCS West Lindsey

The Guildhall, Marshall's Yard, Gainsborough,
Lincolnshire, DN21 2NA
Tel: 01427 613470
Email: westlindsey@voluntarycentreservices.org.uk

VoiceAbility

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

Tel: 0300 303 1660 (Monday - Friday 9am - 5pm)
Website: www.voiceability.org

Find out more about volunteering at <https://2aspire.org.uk/careers-and-jobs/volunteering/>

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

Section 16 National Careers Service

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
- Identify the skills you already have and how to improve them
- Develop and personalise your CV
- Improve your face to face and digital interview skills
- Find a learning or training course
- Discover what funding is available to support your learning
- Provide redundancy advice and support

Currently the National Careers Service provide 1-to-1 support over the phone, WhatsApp, Microsoft Teams, Zoom and webchat to anyone. Individuals that are age 18+ (on benefits) or over the age of 19 can also access face to face support.

<https://nationalcareers.service.gov.uk/>

or call 0800 100 900

Follow us on:

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

X: [@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 ”

Learner feedback

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

Learner feedback

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

Learner Feedback

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

Learner feedback (Stamford College)



Education & Skills
Funding Agency

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.
www.facebook.com/2aspirelearning
linkedin.com/showcase/2aspirelearning
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