

community learning and skills development



Course Information 2009 / 2010

- Gain a qualification in English and Maths
- Take your first steps back into learning
- Gain a nationally recognised qualification that may lead to further education or employment
- Join a Family Learning or Parenting course
- Training Matters Suffolk - learning opportunities designed for employers of all sectors.

Take a look at the many and varied courses on offer throughout the year for adults in Suffolk....



Welcome....

To Community Learning and Skills Development prospectus for 2009/2010

The stated priorities of Suffolk County Council for 2009 are to:

- Protect vulnerable people and reduce inequalities
- Transform learning and skills in Suffolk
- Achieve a strong and dynamic jobs market
- Be the greenest county
- Deliver great services at exceptional value

Community Learning and Skills Development deliver a wide range of high quality learning opportunities that can help you to develop new skills, gain confidence, adapt to changes in your life and, in many cases, achieve a recognised qualification. Our courses can support you to:

- Update your CV
- Get back into the workplace
- Change career direction
- Improve work skills

We can also provide you with a range of courses that can help you to lead a healthy and active lifestyle and provide you with the skills to make serious life choices at important times in your life. We also deliver a range of programmes where carers, parents and grandparents can interact with children through the various stages of their development.

Community Learning and Skills Development actively promote lifelong learning. We believe that it is important for people of all ages to continue to develop new skills. For many people our classes also may be an important social experience, leading to the development of new friendships.

If you require more information about any of our courses, please contact us on one of our numbers on page 1 of this brochure. Alternatively you can view the whole range of courses available across the county on the Suffolk County Council website www.suffolkcc.gov.uk

Janet Bloomfield, Head of Service Delivery, Community Learning and Skills Development

Graham Newman, Portfolio Holder, Adult and Community Services

What you can expect from our service

- Welcoming and accessible courses
- Personal information, advice and guidance
- Personal details protected under the Data Protection Act.
- An atmosphere free from ageist, homophobic, sexist, racist or disablist comments

If you have a disability we will make any reasonable adjustments to help you join and enjoy the course.

On some courses we may be able to help with child care and transport costs.

What we expect from you:

- Completion of a learner registration form, learning plan and an evaluation form
- Provide evidence of eligibility
- Commitment to attend all classes
- To respect the agreements made within your learning group

We aim to provide you with a good quality service. We would like to hear about your views – if you have a positive comment to make or if you have a complaint we have a form that you can fill in. Please ask your tutor or write to Nikki Sturmeay, Information and Events Co-ordinator, Community Learning and Skills Development, Endeavour House, Russell Road, Ipswich IP1 2BX.

Please contact us if you require this information in other languages or formats.

This brochure contains information on every course we are able to offer. Please note, only a selection of these courses run across the county per term. Please contact your local office for information on courses running in your area.

The Areas

Southern Area

Ipswich, Felixstowe,
Great Cornard, Hadleigh
and Sudbury.

Phone **0845 603 7197**

communitylearning@acs.suffolkcc.gov.uk

Northern Area

Beccles, Bungay,
Debenham, Eye,
Framlingham, Leiston,
Lowestoft, Saxmundham,
Stradbroke and Woodbridge.

Phone **0845 603 7284**

communitylearning@acs.suffolkcc.gov.uk

Western Area

Brandon, Bury St Edmunds,
Haverhill, Mildenhall,
Newmarket and Stowmarket.

Phone **0845 602 0857**

communitylearning@acs.suffolkcc.gov.uk



The Main Venues

Southern Area

***Murrayside Learning Centre**
Nacton Road, Ipswich
IP3 9JL

**Stone Lodge Youth and
Community Centre**
Hawthorn Drive, Ipswich
IP2 0QY

***Castle Hill Community Centre**
Highfield Road, Ipswich
IP1 6DG

Pemberton House
Curriers Lane, Ipswich
IP1 2AQ

ISCRE
46a St Matthew's Street,
Ipswich IP1 3EP

***Felixstowe Community Centre**
Orwell High School Grounds,
Maidstone Road, Felixstowe
IP11 9EF

Northern Area:

**Beccles Community
Learning Centre**
Castle Hill, Beccles NR33 7BQ

Leiston Community Centre
Seaward Avenue,
Leiston, IP16 8PY

Bungay Youth Centre
Old Grammar Lane, Bungay
NR35 1PU

Debenham Learning Centre
Gracechurch Street, Debenham
IP14 6BL

***Colville House**
School Road,
Lowestoft NR33 9NB

***Boston Lodge Youth Centre**
Boston Road, Lowestoft
NR32 1UG

Eye Community Centre'
Church Street, Eye IP23 7BD

***Kerrison Conference and
Training Centre**
Thorndon, Eye IP23 7JG

**Saxmundham Community
Centre**
Seaman Avenue,
Saxmundham IP17 1DZ

Woodbridge Community Centre
The Avenue, Kingston Road,
Woodbridge
IP12 4BA

Lowestoft Library
Clapham Road South, Lowestoft,
NR32 1DR

Western Area:

Bury St. Edmunds Library
Sergeants Walk, St Andrews Street
North, Bury St Edmunds
IP33 1TZ

***The Burton Centre**
Camps Road, Haverhill
CB9 8HB

***Foley House Learning Centre**
Wellington Road, Newmarket
CB8 0HY

Jubilee Centre
Recreation Way, Mildenhall
IP28 7HG

***Stowmarket Community
Centre**
Childer Road, Stowmarket
IP14 1PP

*Designated centres

What our learners have said about us:

"I feel much more confident"

"I feel much more able to help my child with schoolwork"

"I understand more about how children learn and my son has more confidence talking in class"

"I wish I'd known about this before"

"It has changed the whole atmosphere in our house"

"It's brilliant"

"I was embarrassed that I couldn't help my child with his homework, now I can!"

"It's helped me get back to work"



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Adult Information, Advice and Guidance Service



Are you considering returning to work, updating your skills, improving your work prospects or changing career direction?

Would you like some help?

We provide free and impartial information, advice and guidance to adults aged 20 or over about a wide range of learning and employment opportunities.

The service is also available to those who are aged 18 or 19 and referred by Jobcentre Plus, (18 years following a discussion with their Connexions Personal Adviser).

Contact your local Adult Careers Adviser to find out more or book an appointment

Southern Area
0845 603 7197

Northern Area
0845 603 7284

Western Area
0845 602 0857

Learning Enterprise Access Point



Community Learning and Skills Development working in partnership with University Campus Suffolk to bring a LEAP (Learning Enterprise Access Point) centre near to you.

Preparation for Work

Courses designed to enable you to gain confidence and skills that will enhance your employment choices

There are a wide range of courses that will help to raise confidence, expectations and improve job prospects by building on existing skills as well as the opportunity to gain new skills.

The Foundation Learning Tier – Progression Pathways Programmes are specifically designed for learners who have yet to gain a full level 2 (or GCSE, grade C and above) qualification. This programme consists of a number of modules that enable learners to build a full Award or Certificate.

Award or certificate for Progression

Duration
130 – 168 hours
(dependent on the
Pathway chosen)

Qualifications
NOCN

This is a new accredited course developed to respond to the foundation learning tier – progression pathways

Upon successful completion of the course you will gain the following qualifications:

**National Open College Network (NOCN) Award for Progression
Functional Skills ICT, English and/or Maths**

This is an accredited course where learners will build up their skills and knowledge in bite-size modules around confidence building, teamwork and effective communication, and improving job skills in vocational and personal development learning.

Some of the modules learners may be able to choose from are: Confidence, assertiveness and self awareness, group teamwork and communication skills, healthy living, building a career portfolio, budgeting and money management, understanding stress and stress management, floristry and cookery

The course is FREE to learners who meet the eligibility criteria, so please contact us for more information or find out more about our enrolment days.

Award in Employability and Personal Development

Duration
130 – 168 hours
(dependent on the
Pathway chosen)

Qualifications
City and Guilds

This is a new accredited course developed to respond to the foundation learning tier – progression pathways.

Available from April 2010

Gain a full Award or Certificate to increase your confidence and career prospects.

Upon successful completion of the course you will gain the following qualifications:

City and Guilds Award or Certificate in Employability and Personal Development PLUS Functional Skills ICT, English and/or Maths.

This is an accredited course where learners will build up their skills and knowledge in bite-size modules to build confidence and communication and key functional skills required to improve their career prospects.

Some of the modules learners may be able to choose from are:

Planning for progression, effective skills, qualities and attitudes for learning and work, career planning, rights and responsibilities in the workplace, introduction to ICT, managing personal finance, personal skills, supporting others, enterprise activity, community projects, contributing to a team, candidate project

The course is FREE to learners who meet the eligibility criteria, so please contact us for more information or find out more about our enrolment days.

A Slice of Healthy Living

Duration
20 hours

Qualification
None

This course enables you to explore a range of ways to improve your general health and well-being.

The course covers: identifying the components to good health, nutrition, diet, lifestyle changes, stress management and relaxation. You will be introduced to a range of techniques from around the world, and create an action plan to help you improve your health.

Healthy Cooking for Beginners Level 1

Duration
30 hours

Qualification
NOCN

This course provides you with an opportunity to plan and prepare a range of dishes for you and your family.

The course will take into consideration the essential components of healthy eating. You will learn more about food safety, keeping safe in the kitchen, planning and budgeting for meals, as well as learning a range of practical cookery skills and techniques. Learn to experiment with new vegetables and fruits, try out new recipes and share with others in the group.

You will work towards achieving a certificate in 'using cooking skills in a domestic kitchen'

Sewing Machine Techniques Level 1

Duration
30 hours

Qualification
NOCN

This course enables you to practice a range of sewing machine techniques, in order to create an item or garment. You will learn more about how to use a sewing machine safely and correctly, as well as learning a range of features such as: hems, pleats, darts, seams and more. Make your first pincushion or small bag, or an item of your choice.

The course will cover: getting to know your machine, safe use of your machine, and keeping samples of your work in a portfolio, to demonstrate your new skills. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).



Garment Making Level 1

Duration
30 hours

Qualification
NOCN

This course is the next step from sewing machine techniques, and enables you to progress on to further sewing skills. You will be working at your own pace to create an item of your choice that incorporates some new features.

The course will also include: Selecting the right fabric, measuring, safe use of your machine, using patterns and keeping samples of your work in a portfolio, to demonstrate your new skills. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).

Beauty Care for Beginners

Duration
12 hours

Qualification
None

The course provides you with an opportunity to achieve some basic beauty techniques, which you can then try out at home

The course covers: Identifying your skin type and shape, colour coordination, basic cleansing routines, make up application for all shades, manicures and basic massage techniques.

Relaxation Techniques for Beginners

Duration
12 hours

Qualification
None

This course will enable you to try out a range of simple techniques that can help to return the body back to its natural balanced state. The course introduces a range of alternative therapies from around the world as a way of reducing stress and improving your general health and well-being.

The course covers: what are alternative therapies, identifying stressors in your life, knowing the therapies and their health benefits, and trying out a range of practical activities such as massage, meditation, lower abdominal breathing, or Indian head massage.

Introduction to Massage Level 1

Duration
30 hours

Qualification
OCN

This course provides an introduction to a range of massage techniques. You will explore how massage can aid to stress reduction, and how it works to eliminate toxins in the body.

The course covers: massage and its benefits, the different aromatherapy oils, their properties and how to use them, health and safety, and basic anatomy. There will be lots of practical work in pairs in order for you to practice the basic movements. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).

Developing Practical Floristry Skills Levels 1 and 2

Duration
30 hours

Qualification
NOCN

This course will enable you to work more closely with flowers and foliage in order to create some wonderful designs. You will learn more about floral construction as well as how to use a range of tools and equipment safely and correctly.

The course covers: planning and design, reflective thinking, researching your ideas, making button holes, hand tied bouquets, table designs and more. You will work towards building a portfolio of all your learning and achievement on the course, as well as being able to take your work away to decorate your home. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).

Painting and Drawing (Unit Qualifications)

Duration
30 hours per unit

Qualification
NOCN

Drawing Level 1: This course offers you an opportunity to develop your creative arts skills through drawing.

On this course you will learn more about preparing surfaces for drawing, using charcoals and different type pencils for a range of effects, working on tone and shade, working with a range of materials and equipment to get different effects, and portfolio building.

Painting Level 1: This course offers you an opportunity to develop your creative arts skills through painting.

On this course you will learn about preparing surfaces for painting, colour coordination, using a range of painting techniques, working with a range of materials and equipment to get different effects, tone and shade, 3 dimensional art, and portfolio building.

*With all three of these courses you will also have the opportunity to gain accreditation through the National Open College Network (NOCN) by building up your portfolio of learning.

Creative Craft Skills (Craft) Level 1

Duration
30 hours

Qualification
NOCN

This course will provide you with the theory and practical skills in art and design. You will be introduced to a range of techniques to work on a mini craft project. You will keep a sketchbook with samples of your work to celebrate the creative work produced.

The course will cover: getting ideas for your work, learning new craft techniques, planning your project, using equipment safely and correctly. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).

* There is also another unit qualification in 'Paper craft'

Confidence in the Workplace

Duration
10 hours

Qualification
None

This course enables you to gain further skills and confidence to respond effectively in a range of work situations

The course covers: understanding behaviours, blocks to being assertive, negotiation skills, non verbal and verbal communication, giving and receiving constructive feedback and action planning. You will have the opportunity to try out some simple techniques that can be applied in work situations.

Introduction to career preparation (LILOW)

Duration
10 hours

Qualification
NOCN

This course offers a gentle introduction into learning for adults who feel ready to venture into learning, but are unsure of their next step.

The course covers: confidence in groups, knowing how you learn best, identifying your skills and qualities, transferable skills for the workplace, Skills For Life assessments, and action planning.

*You will also have the opportunity to gain accreditation through the National Open College Network (NOCN) by building up your portfolio of learning.

Assertiveness and Decision Making E3 and Level 1

Duration
30 hours

Qualification
NOCN

This course enables you to increase your understanding of the different behaviours, and their impact on relationships. You will have the opportunity to try out a range of practical techniques that help to build confidence and improve communication skills.

The course covers: building your self confidence, knowing your rights and responsibilities, speaking up in groups, conflict resolutions, decision making and self advocacy. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).





Developing personal confidence and self awareness Levels 1 and 2

Duration
30 hours

Qualification
NOCN

This course enables you to increase your self-awareness and gain a range of assertiveness techniques which can be applied outside of the course in everyday life situations.

The course covers: understanding behaviours, barriers to becoming assertive, positive affirmations, your rights and responsibilities, oppression and its effects, assertiveness techniques, stress management, action planning and more. You will have the opportunity to gain accreditation through the Open College Network (OCN).

Building a Personal Career Portfolio Level 1

Duration
30 hours

Qualification
NOCN

This course will enable you to develop your confidence and communication skills in order to prepare for work or to further enhance your skills.

The course covers: confidence building, identifying your strengths, planning skills, CV writing, effective communication, problem solving, action planning, and interview techniques. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).

Developing Group, Teamwork and Communication Skills E3 and Level 1

Duration
30 hours

Qualification
NOCN

This course enables you to develop your communication and practical skills in working in a team or a group.

The course covers: understanding your role in a group/team, understanding roles of others, group dynamics, improving verbal and non-verbal communication, knowing your rights and the rights of others, active listening skills, cooperating with others, and giving and receiving constructive feedback. You will also have the opportunity to gain accreditation through the National Open College Network (NOCN) by building up your portfolio of learning.

Developing counselling and listening skills Levels 1 and 2

Duration
30 hours

Qualification
NOCN

This course aims to introduce you to basic counselling skills and theory in supporting others.

The course covers: What is counselling, listening skills, verbal and non-verbal communication, giving feedback to others, dealing with strong emotions and conflict, counselling skills practice, values and beliefs, beginnings and endings of a counselling relationship, and action planning for the future. You will have the opportunity to gain accreditation through the Open College Network (OCN).

Understanding Stress and Stress Management Level 1

Duration
30 hours

Qualification
NOCN

This course enables you to gain a fuller understanding of causes, symptoms and effects of stress in our lives. You will also explore a range of practical ways to reduce tension in the body, as well as try out useful techniques which you can include in your day-to-day life.

The course will cover: Identifying the stressors in your life, negative thinking and its impact on stress, stress and its effects on the body, exploring activities you could do to reduce stress, time management and more. There will be lots of practical stress managements approaches introduced on the course to aid relaxation and improve a sense of well-being. You will have the opportunity to gain accreditation through the National Open College Network (NOCN).



Skills for Life

Do you want to:

- gain a qualification for your CV?
- improve your reading, writing and spoken English?
- learn to use a computer to support your writing?
- brush up your number skills?
- feel more confident with family and personal finance?

Reading, writing, communication and number skills:

These courses are free of charge.

The aim of our Move On courses is to support people without GCSE English or maths, to brush up these skills to gain a new qualification equivalent to GCSE.

We offer City & Guilds at Levels 1 and 2. (Level 2 is equivalent to a GCSE grade A – C, an essential qualification for your CV.)

ESOL (English for Speakers of Other Languages)

For help with English – reading, writing, speaking and listening

These courses are low cost (in some cases free of charge).

We run many different ESOL courses every week, including ESOL for work, ESOL and IT and ESOL with Citizenship (see Citizenship courses on page 13).

An important part of the course is an assessment before you start learning.

Our courses are:

- held in a local venue
- held morning, afternoon and evening
- welcoming and friendly
- small – usually no more than 10

All courses lead to a national qualification, recognised by employers and colleges.

Adults come on our courses for many reasons:

- To improve skills for work
- To achieve a qualification to get a better job
- To pass the 'Life in the UK' test
- To improve spelling, punctuation and grammar
- To speak better English
- To develop and improve budgeting skills
- To boost confidence in dealing with financial matters
- To help children with homework

English for Speakers of Other Languages ESOL

Our English courses are available at different levels. Whatever your skills, we have a course suitable for you!

Courses lead to qualifications in speaking and listening, reading and writing. Courses are:

- available at 5 standard levels: Entry 1, Entry 2, Entry 3 and Level 1 and Level 2 (GCSE level) (There are some classes for beginners too.)
- of different lengths, and can be 20, 30, 60 or 90 hours duration.
- available in the daytime or in the evening.

In all classes you can work at your own pace, with an individual learning plan. You can focus on developing the skills that you need for your daily life and work.

We also offer English with IT:

These courses offer the opportunity to learn basic computer skills at the same time as improving your English. You can gain qualifications in word processing and English.

- ESOL/IT for E3 level English learners / 'beginners' at computer skills.
- ESOL/IT for E3 level English learners / 'improvers' at computer skills.

Citizenship Courses

Since June 2005 people applying for naturalisation or settlement visas have been required to demonstrate knowledge of English and knowledge of life in the UK. We offer a choice of two different courses to support you if you wish to do this.

Preparation for the 'Knowledge of Life in the UK' Test

Duration
30 hours

Qualification
None

This course is for people intending to take the multiple choice test, whose English language skills are at ESOL Entry 3 or above. It offers opportunities for participants to discuss the content of the test and to prepare for it, by doing practice activities.

Following this course, participants will need to make their own arrangements to take the multiple-choice test at an approved centre.

Embedded ESOL with Citizenship Courses

Duration
60 hours

Qualification
Skills for Life ESOL speaking and listening

These courses are for people whose English language skills are at or below E3 only. Courses are held at Entry 1, Entry 2 or Entry 3.

This course combines developing language skills with information about life in the UK. At the end of the course you will need to take an ESOL Skills for Life speaking and listening qualification. We will then produce a standard letter (to be sent with the application to the Home Office) to confirm that this has been achieved by you.

English

Our English courses cover a range of reading, writing and speaking and listening skills.

We will have a course to suit you, whatever your level, up to GCSE.

Fast Track to English

Duration
15 hours

Qualification
City & Guilds Level 1 or 2 (At the same level as GCSEs)

This course is for those who feel confident about their English skills but lack a qualification.

The course will enable you to assess your skills, complete some practice papers and take the national literacy test at Level 1 or 2. (Level 1 is equivalent to GCSE Grades D – F and Level 2 is equivalent to GCSE Grades A – C.)

Move On English

Duration
30 hours

Qualification
City & Guilds Level 1 or 2 (At the same level as GCSEs)

This course is for those people who feel confident about their English but have identified some areas in which they need to brush up their skills before taking the test.

English for Everyone

Duration
60 hours

Qualification
City & Guilds Literacy

This course moves at a gentler pace and is suitable for people at any level who want to improve their English skills.

You can focus on skills which are relevant to you in your daily life, e.g. taking messages, finding out information, writing letters and completing forms and reports. Qualifications at a suitable level are available.

Key In Learn On

Duration
30 hours

Qualification
eDCC and Level 1 or 2 Literacy

Learn basic computer skills whilst improving your English skills!

Whilst creating the evidence to gain eDCC (eDigital Competence Certificate) accreditation, you will be developing the reading and writing skills needed to take the Level 1 or Level 2 City and Guilds test.

Job Application Skills

Duration
30 hours

Qualification
**City and Guilds
Literacy**

This course is for anyone, aged 19+, who is unemployed or under threat of unemployment and without a Level 2 or above Literacy qualification.

By the end of the course you will have:

- Used a range of resources to find job vacancies
- Written a letter of application
- Created a CV
- Completed forms
- Prepared for interviews
- Gained Literacy accreditation at an appropriate level

Maths and Numeracy

Our maths courses cover a range of topics:

- Number skills
- Fractions, decimals and percentages
- Common measures
- Shape and Space
- Data Handling
- Probability

We will have a course to suit you, whatever your level.

Fast Track to Maths

Duration
15 hours

Qualification
**City & Guilds Level 1
or 2 (at the same level
as GCSEs')**

This course is for those who feel confident about their maths skills but lack a qualification.

This course will enable you to assess your skills, complete some practice papers and take the national numeracy test at Level 1 or 2.

Move On Maths

Duration
30 hours

Qualification
**City & Guilds Level 1
or 2 (at the same
level as GCSEs)**

This course is for those people who feel confident about their maths but have identified some areas in which they need to brush up their skills before taking the test.

Maths for Everyone

Duration
60 hours

Qualification
**City & Guilds
Certificate in
Numeracy'**

This course moves at a gentler pace and is suitable for people at any level who want to improve their maths skills.

You can focus on skills which are relevant to you in your daily life e.g. basic money skills, shopping at the supermarket, measuring and weighing for jobs at home, using recipes when cooking etc. You can improve your English skills at the same time!

Maths for ESOL learners

Duration
30 hours

Qualification
**City & Guilds
Certificate in
Numeracy**

This course is for people whose first language is not English. We explore the language of maths and compare the different methods of calculation used around the world. You will learn some practical maths skills and improve your English at the same time.

You will also gain the Certificate in Numeracy at an appropriate level (up to level 2)

Courses in personal and family finance

Are you looking for ways to beat the 'credit crunch'? We are offering a range of courses and workshops offering practical tips and information to help you manage your money better. We can lead you through the financial jargon and explain the basic facts you need to know about:

- Budgeting skills
- Opening a bank account
- Using a bank account
- Understanding bills
- Choosing utilities
- Understanding insurance
- Saving for the future
- Basic book keeping

Modules can be run as individual workshops or grouped together as a longer course

An Introduction to the parent's guide to money

Duration
**10 course or a
3hr workshop'**

Qualification
None

The parent's guide to money is a free and impartial guide from the Financial Services Authority for new and expectant parents, offering a wealth of useful information.

This 5 week course takes you through the guide and helps you to find the information you need.

It also explores aspects of the guide in more detail and offers practical tips on budgeting, saving and borrowing at a time when the demands on your money are high.

Basic book keeping

Duration
10 hours

Qualification
none

If you are interested in starting up your own business and would like to know what is involved in keeping the books, this is the course for you. We explain what information you need to keep and what profit and loss is all about.

This course can be extended to 30 hours if you would also like to gain a qualification in maths (City & Guilds Certificate in Numeracy up to level 2)

Money Matters 1

Duration
10 hours

Qualification
none

This is a fun and practical course where you can share tips on savvy shopping, managing the family budget, saving and borrowing and find out where to get independent professional advice.

Money Matters 2

Duration
30 hours

Qualification
**City & Guilds
Certificate in
Numeracy**

This is a fun and practical course where you can share tips on savvy shopping, managing the family budget, saving and borrowing and find out where to get independent professional advice.

You can get to grips with the maths involved in budgeting, learn about percentages and financial jargon and gain a certificate in numeracy.

raw money

Duration
10 hours

Qualification
none

raw money is a great way to pick up tips and tools for managing your money better, without having to read pages and pages of financial jargon!' says Dominic Littlewood in the first 'BBC raw money' magazine.

This course offers an introduction to the raw money website and the opportunity to discuss budgeting, saving and borrowing in a relaxed and informal group.

It offers practical tips for managing your income at those times in your life when the demands on your money are greatest. This course is only available in centres with adequate internet access.

Computer Skills

Computer skills to gain qualifications – 5-week rolling programme.

You have a choice of qualifications and units on which to work and can take an assessment when you are ready.

OCR Entry Level Certificate in Using ICT Entry 3

Ideally suited for those who are new to using ICT and who wish to gain accreditation for newly acquired skills.

There are 4 units which include using ICT to display, find and communicate information and produce charts. Each unit passed is certificated and a full certificate will be awarded with 3 units achieved.

Level 1 Certificate/Diploma for IT Users Clait 2006

For those who have mastered good keyboard, mouse and basic computer skills and wish to develop their knowledge in a range of applications.

To gain a Full Certificate, Candidates are required to achieve Unit 1, which is the Core Unit plus any 2 Optional units. If 4 Optional units are achieved the candidate will achieve a Diploma.

The 8 units available are File Management and e-Document Production, Creating Spreadsheets and Graphs, Database Manipulation, e-Publication Creation, Create an e-Presentation, e-Image Creation, Web Creation, Online Communication.

Text Processing Suite Business Professional

Especially suitable for those wishing to develop skills to find or change employment.

The Text Processing suite has been designed to develop skills to produce a variety of business documents which will meet the requirements of the employer in a modern business environment. Qualifications at Levels 1, 2 and 3 include word processing, mailmerge, business presentations, audio-transcription, legal text, medical word processing, document presentation. There are opportunities to gain an Award, a Certificate and a Diploma at every level.

You will need to have competent and accurate keyboard skills and a good working knowledge of computer functions.

Microsoft Office 2003 is used in our training suites

Out and About in Your Community

Course duration:
40 hours

Qualification:
none

This course is for adults with learning difficulties and disabilities and gives participants the opportunity to explore their local community, using technology to report their findings.

The Course is run in partnership with Social Care and other organisations and is tailored to needs of the individual group.

Improve your computer skills – 5-week rolling programme.

We offer a non-accredited course where you can work at your own pace on computer skills relevant to you.

You can:

- **Improve your word processing skills**
- **Learn about spreadsheets**
- **Create cards, newsletters, flyers**
- **Learn to surf and search the Internet**
- **Send and receive e-mails**
- **Download photographs into your publications**

You can plan your learning goals with your tutor to suit your need.

If you have experience of using a computer and have a good basic computer skills this course will help you build on the knowledge you have gained

Computer Skills for the Complete Beginner 5-week course

This course is ideal if you are completely new to computers. You will learn mouse, keyboard and basic computer skills using Microsoft Word.

At the end of the course you will be able to discuss with your tutor which course would be most suitable for you to progress to.

Microsoft Office 2003 is used in our training suites



Suffolk Family Learning Courses

These courses are designed for children and adults to learn together and experience how and what children are learning in the early years and school environments. There are opportunities to gain English, maths and ICT qualifications as well as working alongside your children in local schools.

Family workshops

Duration
2 - 4 hours
Age Range
Various

A range of introductory and practical workshops that give you the opportunity to play and learn alongside your child. These 2-hour workshops offer you tasters of the exciting series of courses that we offer. They include

- Fun with Food (numeracy based)
- Family Sport
- Healthy Lunchboxes
- Hearing Children Read
- Book-based workshop (literacy or numeracy)
- Discovery workshop (literacy)
- Challenge workshop (literacy)
- Keeping up with the children (literacy or numeracy)
- Parent and children Crafts
- Seasonal Workshops

Introductory Family Courses

These short courses range from 9 – 20 hours and give you the opportunity to support your children as they develop their literacy, language and numeracy skills.

Throughout the modules listed below, parents/carers look at activities to support children’s learning and development, explore the needs of young children and build positive relationships. Some courses also explore the Birth to Three Matters framework and Early Learning Goals.

Play and Language

Duration
10 hours
Age Range
Birth - 3 years

Explore and experience a range of play activities that support the development of speaking and listening skills.

Ready, Steady, Go

Duration
10 hour modules

Age Range
2 - 4 years

Gives parents//carers the opportunity to

- support their child starting school
- experience a range of activities to support children's play

Basic ICT for Parents/Carers

Duration
12 hours

Age Range
Various

An introduction to using 'Word' software, linking to how children use this programme in their learning.

Hearing Children Read

Duration
9 hours

Age Range
Children are not involved in these sessions

This introductory course is for those parents and carers whose children are either just starting school as well as for those who wish to support their children's reading. It offers you

- Ways to help children to enjoy reading
- Knowledge of phonics taught in schools
- Ways to encourage children to read

Short Keeping Up with the Children (literacy or numeracy)

Duration
12 hours

Age Range
4 – 11 years

This short course introduces you to the ways in which literacy and numeracy are taught in schools. You can progress from this onto a longer Keeping up with the Children course, which goes into more detail and offers you the opportunity to gain a recognised qualification.

Living with Babies

Duration
10 hours

Age Range
2 years

Gives parents/carers the opportunity to:

- share experiences
- look at the needs of babies
- find help on specific issues

Sounds, Noises and Words

Duration
10 hours

Age Range
2 years

Gives parents//carers the opportunity to

- explore how babies develop language skills

Rhythm and Rhyme/Paper, Paint and Play/Music and Movement

Duration
10 hours

Age Range
2-4 years

Gives parents//carers the opportunity to

- explore a variety of musical or creative arts-based activities to enhance relationships with children

Help your Child Learn/Playing with Language/Playing with Numbers

Duration
10 hours each

Age Range
4-6 years

Gives parents//carers the opportunity to

- explore activities with encourage speaking and listening or numeracy skills
- make books, puppets and games

Children join the class for some of the time during the course

Dad and Me

Duration
10 hours each

Age Range
3-11 years

A range of creative or sporting based workshops and short courses especially for Dads and their children. Sessions include

- Building a robot
- Cricket
- Football
- Printing
- Construction games

Cool Cookery for Kids

Duration
10 hours

Age Range
Up to 11 years

Find out how you can include science, language, literacy and maths when cooking up a healthy snack with your child.

Fitness and Fun

Duration
10 hours

Age Range
Up to 11 years

A short course where you and your child can learn and experience the benefits of keeping fit through a range of fun exercises

ICT for Parents/Carers

Duration
20 hours

Age Range
Up to 15 years

An opportunity to work alongside your child on projects, using a range of computer software. This course can lead onto other ICT programmes where you can gain nationally recognised qualifications.

Longer Family Programmes

Have you wondered how your child/grandchild learns to read or understands long division? Would you like to learn more about the ways in which our children are taught to solve problems and explore the world? If so, the courses listed below give you the opportunity to learn much more about the curriculum and methods taught in schools and help with homework. You can also achieve a nationally recognised qualification of your own

Literacy and Language Based Courses

Early Start (Literacy)

Duration
30 hours
Age Range
Birth – 3 years

You will be exploring, using the Birth to Three Matters Framework and Early Learning Goals, how your child's literacy skills develop from a very early age. You will have the opportunity to explore a range of activities that encourage pre-reading, speaking and listening skills.

Playing with Language

Duration
30 hours
Age Range
3 – 5 years

This course goes into more detail than the 10 hour short programme and aims to help you

- Develop your skills in supporting your child to prepare for school
- Understand, develop and promote positive communication skills and techniques
- Further develop your own language and literacy skills and prepare for national tests

The course is usually supported by a teacher or Early Years Foundation Stage practitioner.

Keeping Up With the Children

Duration
30 hours
Age Range
4 -11 years
Children are not involved in these sessions

Through this course you will

- Experience the way literacy is taught in school
- Share ideas of ways to support children's learning
- Be introduced to the new literacy teaching methods and terms used in school
- Undertake a nationally recognised literacy qualification

Keeping ahead of the Kids (for Grandparents)

Duration
30 hours
Age Range
4 – 11 years

This course is a variation on the course described above.

- Targeted at grandparents, this course aims to demystify the ways in which your grandchildren are learning literacy and helps you to support their learning.

ICT with Literacy for Parents/Carers (30 hours)

Duration
30 hours
Age Range
Up to 15 years

A range of courses working on family topics to develop literacy through the use of computer skills.

- You will undertake a word processing qualification at intermediate level.

Return to Work (30 hours)

Duration
30 hours
Age Range
Various

- Do you need to improve your literacy skills?
- How can you demonstrate all the new and transferable skills that you've learned as a parent that would make you an ideal employee?
- You will be able to undertake a literacy qualification that will enhance your CV for prospective employees.

Family Literacy

Duration
36 or 60 hours
Age Range
Various

There are two courses within the banner of Family Literacy, either a short course usually delivered within one school term or a more intensive course over a longer period.

- Parents/carers and children learning together
- Separate time for adults with a Family Learning Tutor whilst children work with either an Early years practitioner or a school teacher
- Opportunity to gain a nationally recognised literacy qualification

Working Together

Duration
40 hours
Age Range
Various

OCN Qualification

An opportunity to work alongside a teacher and support children in the classroom, this course gives you the opportunity to gain a qualification that recognises the skills needed by learning assistants and can be a stepping stone to the Higher Level Teaching Assistant qualification.

- An Open College Network accredited course for parents who want to assist in the classroom
- A classroom placement is a pre-requisite
- You will build up a portfolio of work that includes real work examples of the activities you engage in within the school environment.

Numeracy Based Courses

Family Finance (30 hours)

Duration
30 hours

Age Range
Birth – 15 years

This course explores fun ways to look at the skills of family finance including

- Managing the family budgets
- Working out best buys
- Loans and savings accounts for your child
- Planning a family trip

Playing with Numbers (30 hours)

Duration
30 hours

Age Range
3 – 5 years

This course goes into more detail than the 10 hour short programme and aims to help you

- Develop your skills in supporting your child to prepare for school
- Explore and experience activities that involve fun with numbers
- Further develop your own Numeracy and problem solving skills and prepare for national tests

The course is usually supported by a teacher or Early Years Foundation Stage practitioner.

Playing with Numbers (for Grandparents)

Duration
30 hours

Age Range
4 – 11 year olds

This course is a variation on the course described above.

- Targeted at grandparents, this course aims to demystify the ways in which your grandchildren are learning maths and problem solving in school and helps you to support their learning

Keeping up with the children

Duration
30 hours

Age Range
4-11 years
Children are not involved in these sessions

Through this course you will

- Experience the way maths and problem solving is taught in school
- Share ideas of ways to support children's learning
- Be introduced to the new maths teaching methods and terms used in school
- Undertake a nationally recognised numeracy qualification

Family Numeracy

Duration
36 or 60 hours

Age Range
Various

There are two courses within the banner of Family Numeracy, either a short course usually delivered within one school term or a more intensive course over a longer period.

- Parents/carers and children learning together
- Separate time for adults with a Family Learning Tutor whilst children work with either an Early years practitioner or a school teacher
- Opportunity to gain a nationally recognised numeracy qualification

Focusing on Family Food

Duration
30 hours

Age Range
3 – 15 years

This course offers parents/carers

- Opportunities to plan and prepare family meals/snacks
- A focus on healthy eating
- Eating on a fixed budget
- Opportunity to gain a nationally recognised numeracy and food preparation/hygiene qualification

Learning for Living and Work

Independent living and leisure skills offers a range of courses for learners who wish to develop skills, improve or maintain independence or seek employment.

Progression opportunities are available for those wishing to gain an accreditation and all course materials can be adapted to meet a wide range of access needs.

The courses are targeted at:

- adults with learning difficulties/disabilities
- those experiencing or recovering from mental ill health
- those with physical disability and/or sensory impairments
- vulnerable older people

The courses complement the full range of opportunities available in other curriculum areas and support is available for those people wishing to access any of our provision.

Taster sessions are available for most courses; please contact us to discuss your needs.

If you feel that there is not a course available to meet your needs please contact us and let us know.

Developing Skills for a Healthy Lifestyle

Duration
30 hours

Qualification
NOCN

This course covers looking at healthy living, fitness and the importance of maintaining good physical and mental health and well-being.

The course will enable you to understand the importance of diet and exercise in helping you to stay fit and healthy.

The course doesn't require good levels of physical fitness and it is not a requirement to undertake physical exercise to gain accreditation.

Healthy Living

Duration
20 hours

Qualification
None

The course will enable you to understand the importance of diet and exercise in helping you to stay fit and healthy.

Healthy Eating

Duration
5 hours workshop

Qualification
None

This workshop will allow you to have the opportunity to plan & prepare a simple healthy meal.

You will learn to identify at least 2 healthy & less healthy foods and also be able to demonstrate safe use of kitchen equipment /utensils.

Introduction to Cooking

Duration
30 hours

Qualification
None

This course is designed as a gentle introduction to cooking and is suited for those people interested in preparing food, but are not likely to be cooking for themselves on a daily basis.

A gentle introduction to the basics of cookery enabling you to prepare simple snacks, practise using different utensils safely and practise different techniques.

Introduction to Food, Drink and Cooking

Duration
30 hours

Qualification
NOCN

This course teaches the basics of cookery, healthy eating and food hygiene and is ideal for those who are living alone for the first time.

This course will allow you to develop knowledge of simple cooked snacks and understand the importance of preparing nutritious meals and hot/cold drinks, as well as recognising and using a range of kitchen utensils and equipment.

Eating Well

Duration
20 hours

Qualification
None

This course will enable you to develop cooking skills such as cooking for one or eating well.

The focus here is on making the effort to cook for yourself and family and also maintain a healthy diet.

Introduction to Living in the Local Community

Duration
30 hours

Qualification
NOCN

In this course you will gain a greater understanding of your local community and begin to utilise the services and facilities which are available and of interest to you.

You will be able to identify the location and use of building and facilities in the local community and also understand your own responsibilities as part of the community.

Art and Crafts

Duration
30 hours

Qualification
None

This is a relaxed, informal, project based course which will enable you to try out a variety of skills and techniques and to create artwork both for your own pleasure and to improve your environment.

The course includes making a decorative item for display, painting a t-shirt or scarf and also to experience creating an object using clay.

Courses of 10 hours and 20 hours are also available.

Gardening

Duration
20 hours

Qualification
None

This course will introduce you to planting in containers and growing plants from seed. This course will not involve heavy lifting or digging and will use hand tools only.

The course, which will run in the spring and summer, is designed as an introduction to gardening and is not likely to meet the interests of serious gardeners.

Using Money 1

Duration
30 hours

Qualification
None

This course will allow you to take part in projects which enable you to have real opportunities to use money, look at value for money and participate in shopping in town.

You will be able to develop confidence in handling money, ask simple questions to obtain information and to work together in a group.

Using Money 2

Duration
40 hours

Qualification
None

This course will allow you to take part in projects which enable you to have real opportunities to use money, look at value for money and participate in shopping in town.

You will be able to develop confidence in handling money, ask simple questions to obtain information and to work together in a group.

Introduction to Personal Budgeting & Money Management

Duration
30 hours

Qualification
NOCN

This accredited course will help you to manage your personal finances on a limited budget.

You will look at ways of recording your own spending, create a personal budget and gain a better understanding of financial security and safety issues.

This course will suit people who use money on a daily basis and live independently.

Personal Safety

Duration
30 hours

Qualification
None

This course will offer you the opportunity to increase your knowledge and skills which ensure your personal safety and well being when at home, in the community and at work.

By the end of the course you will be able to recognise dangers in the home, identify emergency services and also know who to contact.

Health and Safety Awareness

Duration
10 hours

Qualification
None

This course is for people who have a learning difficulty/disability and it will introduce you to the concept of health and safety and to give you the skills needed to stay safe at work or on a work placement.

This course will be especially useful to work or enterprise based services but could also be adapted to cover voluntary placements and in house work opportunities (catering, recycling etc). Wherever possible the course should be delivered on site at the workplace.

Personal Safety - Use of Emergency Services

Duration
5 hours workshop

Qualification
None

This workshop will allow you to gain a greater understanding of the emergency services and their role in the community.

During the workshop you will identify emergency services, identify situations when emergency services may be required and practise calling 999.

Personal Safety - Saying No

Duration
5 hours workshop

Qualification
None

This workshop will help you to gain a greater understanding of how to keep safe in the community saying no and asking for help.

You will learn to identify 'good' and 'bad' strangers and practise asking for help and reporting incidents.

Out and About in Your Community

Course duration:
40 hours

Qualification:
None

This course is for adults with learning difficulties and disabilities and gives participants the opportunity to explore their local community, using technology to report their findings.

The Course is run in partnership with Social Care and other organisations and is tailored to needs of the individual group.

Creating Memories 1

Duration
10 hours

Qualification
None

In this course you will engage in a process where you recall significant life events/episodes, share them with others and choose how to present and record your memories.

You will be able to contribute to group discussion, practise your listening and questioning skills and also identify which memories you would like to share.

Creating Memories 2

Duration
20 hours

Qualification
None

In this course you will engage in a process where you recall significant life events/episodes, share them with others and choose how to record your memories.

You will be able to contribute to group discussion and identify which memories you would like to share.

Life Stories 1

Duration
20 hours

Qualification
None

This course will provide you with an opportunity to reflect on past, present and future events in your life and to create a personal piece of work.

You will be able to share memories and reflect on the experiences shared.

Life Stories 2

Duration
20 hours

Qualification
None

This course will provide you with an opportunity to reflect on your life and create a personal piece of work relating to your story.

Life Stories 3

Duration
20 hours

Qualification
None

In this course you will be encouraged to recall significant life events/episodes and share them with others and also record them.

You will be able to contribute to group discussion and plan how to present your memories in a display.

Sharing Memories

Duration
10 hours

Qualification
None

You will be able to develop confidence to speak about your own reminiscences and to share memories with the group.

The course will allow you to contribute to discussions and to listen to and respond to others.

Gentle Exercise 1

Duration
10 hours

Qualification
None

This course will promote physical wellbeing through gentle exercise and also health awareness.

Gentle Exercise 2

Duration
20 hours

Qualification
None

This course will cover gentle exercise and the importance of a healthy lifestyle to maintain fitness and wellbeing.

Community Involvement

The following workshops are the most popular of a series developed in partnership with the voluntary sector. These workshops offer opportunities to develop ways in which individuals can contribute to the community in which they live and work.

Getting active in your community

Duration
3 hours

Qualification
None

This session allows learners to explore their own community, the organisations within it and the roles they play. Topics include

- what is a community?
- structures within a community
- getting a voice heard
- collective action

Involving people

Duration
3 hours

Qualification
None

This session introduces one of the most critical aspects of the recent interest by government and other bodies in 'community involvement', 'community engagement', 'community consultation' and all the other buzz words, which is the ability to actually involve people within communities with all different initiatives. Topics covered include;

- making contacts
- different techniques for engaging with people
- working with marginalised groups

Other titles include,

Skills for representing your community

Problems within groups

Understanding and getting involved in partnerships

Community Development Work Skills

Duration
30 hours

Qualification
NOCN L1

This course provides practical tools for:

- gathering information about your community
- understanding how groups work

Making people feel excluded and not excluded

- setting priorities and making plans for actions
- how to identify resources to support community actions

Understanding Community Development Work

Duration
30 hours

Qualification
NOCN L1

This course is aimed at those relatively new to community development work, or who may have been involved for some time with a community or voluntary group but would like to develop their understanding of the wider world of community development.

It provides an introduction to some of the issues; the key purpose of community development, what it is aiming to achieve, values and principles upon which good community development work is based.

Learners will examine what is understood by the word 'community' and how to gather information about communities. Peoples' motivation for getting involved will be examined along with the barriers that they can face – particularly power issues within communities and groups.

Reflective Community Work Practice

Duration
30 hours

Qualification
NOCN L1

This course examines the way we learn through experience and how to maximise the potential. Learners will practise reflecting upon their work and their own values in relation to community development, identify personal strengths and weaknesses and create a development plan for their own skills and knowledge.

Developing Community Organisations

Duration
30 hours

Qualification
NOCN L2

One of the key roles that community workers often take on is to help people come together and to create new organisations. This course explores the main elements involved in establishing an effective and sustainable organisation. Topics include;

Tools to develop an organisations vision

- different organisational structures and legal status
- making meetings effective
- roles that people take on within organisations

Social Justice

Duration
30 hours

Qualification
NOCN L2

Social justice is one of the values underpinning Community Development Work and this course will encourage learners to Think critically about the tern 'social justice' and to appreciate the different ways that people use the term.

Topics include;

- different understandings of social justice
- meanings of concepts such as equality, diversity, oppression and discrimination and how they affect peoples lives
- how systems and structures give some people power rather than others
- developing strategies for tackling inequality and discrimination using the strengths within communities

Community Development Monitoring and Evaluation

Duration
30 hours

Qualification
NOCN L2

Evaluation and monitoring are inescapable within community development work – while these tasks are often forced on Community groups and projects by funders, it is through looking Module at what we are doing and have done that we learn to do things differently and improve our practice. As well as introducing the basic concepts and jargon words that are associated with monitoring and evaluation, this course takes a critical look at the topic and suggests ways for community groups to take control of the process and make it useful for themselves. Topics include;

- the difference and links between monitoring and evaluation
- different approaches to monitoring and evaluation
- creative and participatory techniques

Making a community more sustainable is becoming higher on peoples agendas and the community you wish to benefit may be your family at home, the people who live near you or the world as a whole! The following sessions have been produced by the Federation for Community Development Learning and are the starting point for making a change in our lifestyles.

Reduce, reuse, recycle

Duration
3 hours

Qualification
None

Practical ways to reduce waste, and reuse or recycle more of the things we no longer need. Lots of ideas, discussion, information and references to organisations.

Energy efficiency at home/in community buildings

Duration
3 hours

Qualification
None

Learn how to conduct a mini efficiency audit of a building. Practical suggestions to use less energy and save money!

Shop ethically, reducing the food miles

Duration
3 hours

Qualification
None

Do you consider where the items you buy have come from? How do you find out? This workshop will discuss the origins of everyday items and the impact this has on our environment and those involved in their production. Learn about organisations which promote ethical production and ways to contribute to reducing food miles

Beginners guide to Composting

Duration
3 hours

Qualification
None

A workshop for those new to the art of making your own compost at home. Learners will discuss the benefits of composting, learn the correct techniques and the best materials to use.

Hospitality, Health and Safety

Emergency First Aid

Duration

One day or three weekly sessions

Qualification

Appointed Persons Certificate

This certificated course covers the knowledge and practical skills in managing a life threatening incident in your home or community.

Topics include unconsciousness, resuscitation and major bleeding. It is available as a one day course or in three weekly sessions.

Emergency First Aid for Parents / Carers

Duration

One day or three weekly sessions

Qualification

None

As Emergency First Aid but with particular focus on the common injuries and illness of children and babies, including child resuscitation.

Food Safety in Catering CIEH Level 1

Duration

Half day

Qualification

CIEH Level 1

A certified half-day course, you will be introduced to the issues of food safety and will focus upon personal hygiene and food safety hazards.

Food Safety in Catering CIEH Level 2

Duration

One day

Qualification

CIEH Level 2

This certified one day course will enable you to gain the knowledge in handling food safely at home and in the community.

The course includes, personal hygiene, high risk foods, temperature control, food poisoning and more. Assessment is by a multi-choice paper at the end of the day. (Level 1 is not a requirement for this course).

Health and Safety Awareness

Duration

Half day

Qualification

CIEH Level 1

This certificated one day course is aimed at those with a role in a voluntary organisation or community group and refers to the contents of the Health and Safety at Work Act 1974.

Topics include Hazards, Risk Assessment, Safety Policies and Procedures. Assessment at the end of the day includes a multi-choice questionnaire.

Leisure Learning

We offer a comprehensive range of leisure learning courses across Suffolk. Courses are delivered both in the day time and the evening.

The courses are many and varied and include:

- **Art**
- **Business and Economics**
- **Computing**
- **Craft (including upholstery, furniture restoration, curtain and clothes making and more)**
- **Dance and drama**
- **Creative writing**
- **Flower arranging**
- **Garden design**
- **Health and wellbeing**
- **Languages (including Dutch, French, German, Italian, Spanish and Portuguese)**
- **Music**
- **Pottery**
- **Fitness**
- **Yoga**
- **Cookery**

There are also a number of weekend workshops covering a whole range of activities which will give you a taster of what we can offer.

Please contact us on our main number(s) for further details



Training Matters Suffolk

Training Matters Suffolk offers workplace skills training for all sized employers across a wide variety of sectors anywhere in and around Suffolk. Our aim is to provide affordable, quality assured, programmes of learning for employers, employees, the self employed and/or volunteers. Together we can:

1. Assist in identifying the skills your business needs through a training needs analysis.
2. Pinpoint learning opportunities.
3. Agree tailor made learning packages.
4. Deliver blended flexible accredited and non accredited courses.
5. Review and evaluate progress.

Our activities include:

Building courses to improve practice e.g. moving and handling, risk assessment, supporting people with dementia, introduction to mental health for parents, carers, volunteers and paid practitioners. Examples of courses for staff working in front line services with adults who have a learning difficulty or disability, include risk assessment, management of behaviour that challenges, medication, service principles and philosophies. Other provision comprises training the trainers courses, presentation skills, report writing, first aid, assertiveness training, improving maths and move-on in English.

Legislation updates: including, Food Safety in Catering, Introduction to Mental Health and the Law, Health and Safety Act, Mental Capacity Act. These courses are designed to enable employers to comply with legislation and "best practice" within the workplace and beyond.

Bespoke Courses. We have a wealth of experience in designing tailor made programmes that can meet customer specific requirements. Programmes can be as short as 3 hours or as long as 30 plus. They can be delivered in a variety of ways to enable employers to improve their staff teams knowledge and skills and can be provided at locations that suit the organisation. We have specific expertise within the health and social care sectors, information/communication industry, teaching and learning settings and catering services.

Organisational Development. If you are looking to improve the performance of your employees we can work with you in a number of ways. For example identifying local sector skills priorities and gaps in learning provision. Designing and writing strategic plans, programme design, from lightly tailored content or delivery through to fully customised learning solutions. Other services include teambuilding, intergroup problem solving, goal setting, third party facilitation, peer learning, coaching, mentoring and training.

If you would like to discuss opportunities and costs please contact trainingmatters@suffolkcc.gov.uk



Fees

The following programmes are free of charge:

- **Skills for Life (literacy and numeracy)**
- **Family Language, Literacy and numeracy**
- **Wider Family Learning**
- **Neighbourhood Learning in Deprived Communities**

ESOL

ESOL courses will be charged at £3.95 per hour with full fee remission for those learners in receipt of approved means tested benefits.

Training Matters Suffolk

Training Matters Suffolk offers a wide range of workplace learning opportunities to employers of all sectors though out Suffolk. Please contact us for further details of charges.

All other programmes are subject to a fee of £3.95 per hour. You may be entitled to a concession if you are in receipt of any of the remission listed overleaf.

Accreditation Charges

A standard charge of £12.00 per learner will be incurred by all learners, regardless of income with the exception of ICT courses where rates applied are dependent upon the qualification being taken.

There will be NO accreditation charges incurred by learners undertaking Skills for Life courses, with the exception of ESOL, where the standard rate will apply.

Learner Support

Crèche Costs

Community Learning and Skills Development Service will continue to offer a free crèche facility to ensure equality of access for all learners. In some circumstances there may be a small charge to organisations or individual learners.

Access fund

The LSC has historically allocated a specified sum to provide "exceptional support" to learners "who are experiencing financial difficulty with meeting costs associated with learning". This fund is available to learners only enrolled upon skills for life courses

wishing to claim assistance for travel and/or childcare.

Payment of fees

Payment of fees can be made by cheque/postal order (payable to "Suffolk County Council") and can be posted to Suffolk County Council, Community Learning and Skills Development, Endeavour House, 8 Russell Road, Ipswich, IP1 2BX or paid into one of the key centres,

- Castle Hill Community Centre, Highfield Road, Ipswich, IP1 6DG
 - The Burton Centre, Camps Road, Haverhill CB9 8HB
 - Colville House, School Road, Lowestoft NR33 9NB
- or by cash at any of our designated centres (marked by * on page 1)

Learners should note that fees should be paid at the time of enrolment and are not normally refundable.

Refund Procedure

If a course is cancelled by Community Learning and Skills Development an alternative course will be offered. If a suitable alternative is not available then a full refund will be given.

In the event of sickness/illness of the learner a full refund or partial refund if a proportion of the course has been completed, will be given on production of a valid doctor's certificate.

Applications for a refund should be made in writing and submitted to the Learning Support and Resources Manager for approval.

Non-payment of fees

Learners may not enrol on a course until payment of course fees has been made.

If a learner is unable to pay they must inform one of the Community Learning Managers in writing at the earliest opportunity. Extensions of the time to pay will normally only be granted by the Learning Support and Resources Manager in exceptional circumstances. If a learner fails to pay without having been granted an extension to the payment due date, the learner is liable to be excluded from attending classes and for being entered for assessments and examinations. Should the examination or assessment have already been taken, no certificates will be issued to the learner until all outstanding debts have been paid.

Kerrison

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Tel: 01473 686321

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Email: belstead.house@educ.suffolkcc.gov.uk

