

the area

Your newsletter from London West Learning and Skills Council

What Next at 16?

Peter Pledger with performers from the Impact Theatre company

Accessing information on further learning opportunities is often difficult if you are a young person with learning needs and/or a disability, or if you are their parent, carer or teacher. During 2003, the European Year of the Disabled, London West LSC is taking steps to remedy this situation.

Annual Plan

London West LSC's Annual Plan for 2003 to 2004 has now been published and contains a detailed description of the actions that will be taken over the coming year to help achieve the long-term objectives of the Local Strategic Plan.

Since the Local Strategic Plan was published in March 2002, a number of significant strategic developments have taken place in the learning and skills arena. The publication of the *Success for All* strategy for reforming education and training has had a major impact on our priorities, particularly through the introduction of Strategic Area Reviews, which are due to start this year. The LSC is also key to meeting the aims set out in the recent 14-19 White Paper: *Opportunity and Excellence by transforming learning for young people*.

(continued on page 2)

In response, London West LSC joined forces with Connexions, Mencap and Ealing Social Services to organise a pilot event, called *What Next at 16?*, to bring together advisory services and organisations that provide further education and training options for young people with learning needs and/or a disability. More than 100 young people, their parents, teachers and carers learned about the Post-16 options available in a relaxed environment. The day was further enhanced by interactive fun-filled activities including song and dance routines with Makaton signing performed by Ealing based Impact Theatre company.

Research findings have also revealed that transport problems have been a major barrier to learning for this group of young people. The main difficulty has been the lack of clarity regarding 'who is responsible'. For 16 to 19-year-olds, Local Education Authority (LEA) funding for transport has always been discretionary. In response to a DfES initiative, London West LSC has been working in partnership with the six LEAs, local Further Education and sixth form colleges, Connexions and transport organisations to develop robust and meaningful

transport policies specifying what people are entitled to and where the duty lies.

Key points from the first policy statements, published at the end of May, include:

- All LEAs are now required to publish transport policy statements for implementation in August/September of the same year
- Constructed by LEAs in partnership with local LSCs and the Connexions service, the policies outline all local transport services and concessions available to 16 to 18-year-old and 19+ continuing students (up to 25 for learners with additional learning needs)
- The LSC is providing funding to support transport policies.

For more information, visit www.dfes.gov.uk/16-19transport/, view the LEA policies on www.connexionscard.com/transportpolicies or contact Linda Gooch at the LSC on 020 8929 8473.

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Learning+Skills Council
London West



HILLINGDON

An update from Peter

Welcome to the fifth issue of *the area*.

Plans are well under way now for us to begin the review of Post-16 provision in the London West area. The Strategic



Area Review (StAR) will be a major project for us over the coming months. We will work with our key partners, including local education authorities, Jobcentre Plus, local communities, employers, the Learning Partnerships, Connexions, schools, colleges and other learning providers to examine education and training provision and to ensure that it meets learner, employer and community needs.

The objective of the StAR is to obtain the right mix of education and training in the area, enhance its quality and improve choice.

A London West Stakeholders Group will advise the LSC at all stages of the Review. A pan-London Stakeholders Group has also been established. The preliminary timetable for the Review is as follows:

| | |
|---------------|------------------------------------|
| July 2003 | Preparation and planning |
| October 2003 | Information gathering and analysis |
| March 2004 | Developing and appraising options |
| From May 2004 | Formal consultation |
| March 2005 | Local delivery plan in place |
| 2005/06 | Implementation of outcomes |

We plan to hold information workshops in July 2003 for anyone with an interest in StAR.

Peter Pledger – Executive Director

For more information about the StAR workshops, please contact Margaret Clements, Partnership Development Manager, by phone on 020 8929 8471 or by e-mail to margaret.clements@lsc.gov.uk

Here we go ... again!

In issue four of *the area* we reported on London West LSC's plans to expand work-based learning at Wembley as part of the wider redevelopment of the local area following completion of the new National Stadium.

Agreement has now been reached with Carillion plc, a national provider of construction skills, for the delivery of Modern Apprenticeship training from the organisation's Wembley Centre.

London West LSC's Policy and Planning Manager, David Boyer, is delighted with this latest development. He said: 'Carillion is a highly experienced and respected provider of work-

based learning. Its new Wembley Centre complements the construction training already being delivered by the College of North West London, which recently gained recognition as a Centre of Vocational Excellence.

'The construction industry offers high rewards to those with the right skills. There promises to be plenty of construction employment opportunities in west London over the coming decade and all these new learning opportunities will help to provide local young people with the skills they need to get started in the industry.'

Annual Plan

(continued from page 1)

In drafting the plan, regional developments, along with the objectives and priorities of London's Framework for Regional and Employment Skills Action, have all been factored in, enabling us to clearly identify the contribution London West LSC will make to the Framework.

The Annual Plan reflects these developments by setting out the national, regional and local context for the year ahead, and by incorporating the findings of the recently published Needs Assessment. It also reviews progress to date, highlighting key achievements and current performance against local targets that were set out in the Local Strategic Plan.

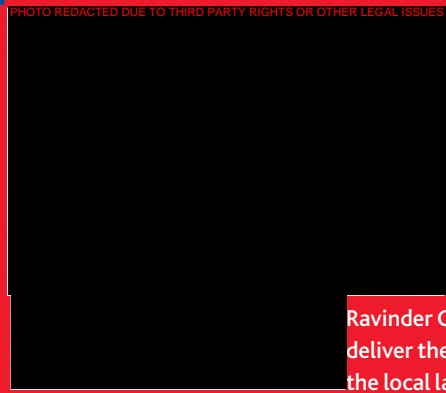
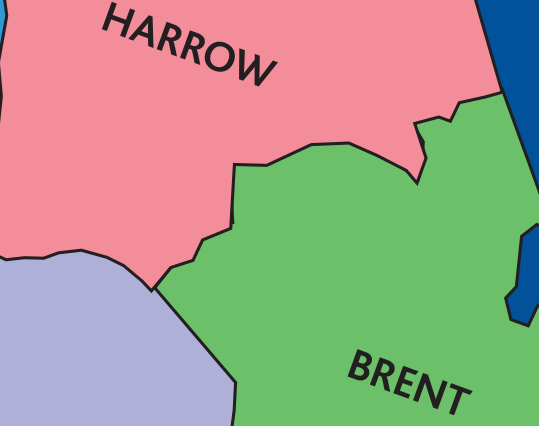
The Annual Plan defines the key challenges for the coming year as:

- Encouraging young people to stay in learning and improving the quality of work-based learning

You can obtain a copy of the Annual Plan by contacting Jaz Gill, Strategic Planning Assistant, by phone on 020 8929 8433 or by e-mail to jaz.gill@lsc.gov.uk. The Annual Plan is also available on our website at www.londonwest.org

- Engaging employers in workforce development
- Driving up higher level skills achievement
- Increasing adult learning and improving basic skills levels
- Establishing varied routes to learning for refugees and asylum seekers.

As well as detailing the business activities that will be taking place to meet these challenges head on, the Annual Plan outlines how success will be measured at the end of the year. Some of the



Ravinder Cheema: helping to deliver the skills element of the local labour strategy

Co-ordinating Heathrow's local labour strategy

London West LSC is now funding the Heathrow Skills Co-ordinator position. Newly-appointed Ravinder Cheema will be helping to deliver the skills element of the local labour strategy approved by the Heathrow Employment Forum.

Employed by BAA, Ravinder will play a pivotal role in maximising training and employment opportunities for local people, helping them to fill many of the thousands of positions likely to be needed for Heathrow's major construction programme. She said: 'I will be working in partnership with the members of the Heathrow Employment Forum to identify skills deficits in the local construction industry in order to qualify the potential workforce from within the five neighbouring boroughs. This information will be useful to the LSC when making strategic decisions about where and how to direct funding in order to plug the identified gaps in provision.'

Central to her role is developing close relations with suppliers on Terminal 5 (T5) and Heathrow to define the demand for skilled labour, and then to engage suppliers in the local labour strategy for the development of T5 and Heathrow.

'Part of my job will be to raise awareness,' Ravinder continues. 'I intend to promote and stimulate interest in the construction industry as a viable and rewarding long-term career, while actively encouraging diversity in the

recruitment, training, education and placement of individuals and groups from local communities who are currently under-represented in or excluded from opportunities in construction and related occupations.'

Best of both worlds

Two highly successful local Learning Partnerships – West London (WLLP) and North West London (NWLLP) – will merge later this year to form a single organisation serving all six London West boroughs.

The creation of the new organisation, which will be called the London West Learning Partnership, provides an excellent opportunity to establish a working structure incorporating elements of best practice taken from both of the existing partnerships.

Engaging with employers

WLLP Manager Lorraine Collins said: 'One of our main roles is to engage with providers, employers and stakeholders at all levels, encouraging collaboration among the various parties to create a comprehensive learning opportunity for local people. This ties in with London West LSC's strategic objective to extend participation in education and learning by raising awareness of the inherent benefits of learning and by breaking down barriers to learning.'

'Our recently completed Basic Skills in the Workplace project, financed by the European Social Fund (ESF), provides a good example of our work. It enabled us to work in partnership with key educational providers to deliver a range of Basic Skills training initiatives, targeting businesses employing staff who did not have any formal qualifications. The project delivered training to 554 beneficiaries from 49 companies and supported the professional development of Basic Skills tutors. We have now received further ESF funding from London West LSC to expand the programme.'

Community-based approach

The partners of NWLLP work collaboratively to provide high quality, effective learning opportunities for those who live, work or learn in Brent and Harrow. During the last year they have focused on working with community groups as a way of improving quality and widening participation in learning – priorities which again align with LSC objectives. NWLLP Manager Vicki Wusche said: 'Our work is to promote quality and widen participation. For example, through our Family Learning Action Group we have produced the [Good Practice Guide for Family Learning Practitioners](#). We have run events and workshops, enabling practitioners to discuss and evaluate options for quality frameworks by sharing good practice.'

'We have also been very active in developing outreach basic skills courses with local community groups. Local Initiatives Funding, obtained through London West LSC, has allowed us to create new partnerships between community groups and formal, knowledge-based organisations like colleges. These projects have widened participation by engaging a number of hard-to-reach groups, including disaffected black young males and traveller women.'

Both Lorraine and Vicki see the forthcoming merger as a very positive move and are looking forward to a cross-borough working opportunity that will be of great benefit to west London's learners.

Copies of the Good Practice Guide for Family Learning Practitioners can be obtained by calling 020 8208 5476.

major activities planned in the coming year that will go towards achieving these challenges include:

- Establishing a Work-Based Learning Provider Support Unit
- Working in partnership with major employers to extend workforce development opportunities to employees within their supply chain
- Raising the capacity for the quality delivery of Basic Skills in the community and the workplace
- Commencing work on a Strategic Area Review for the area, which will ensure that Post-16 provision is of a high quality and meets learner employer and community needs.

In 2003 to 2004 London West LSC will commit more than £200m in resources to fund these activities, in order to deliver learning that is clearly focused on achieving our targets for the year.

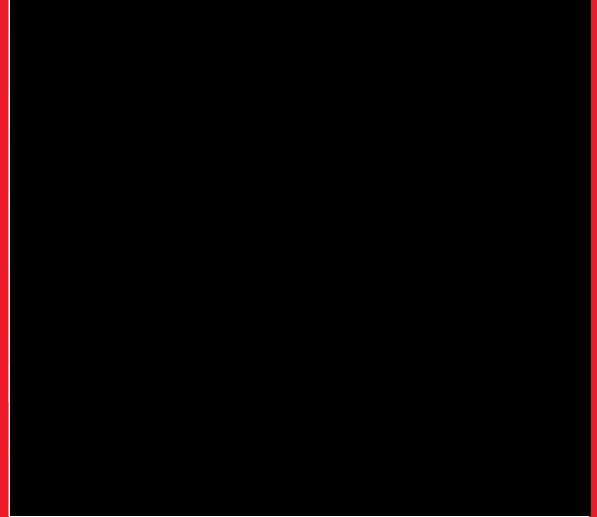


Supporting London West's media industry

The media industry is of considerable importance to the west London economy, employing more than 34,000 people in nearly 4,000 media-related organisations. Young people are particularly attracted to careers in this vibrant and often exciting industry that spans radio and television activities, theatrical presentations, publishing, printing and reproduction of recorded media, photography and advertising.

London West LSC is playing its part to ensure that the local media industry continues to flourish, as can be seen from the wide range of support activities detailed on these two pages.

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Learning at the Lyric

Built in 1895, the Lyric Hammersmith is west London's oldest and largest theatre.

The organisation has been involved in education and training for several years, but needed to expand its training activities and provide desperately needed training facilities.

London West LSC has provided more than £100,000 from the Local Initiatives Fund and mainstream funding. Jessica Hepburn, Head of Development at the Lyric, said: 'The support from London West LSC was fantastic. It came at an

absolutely critical time for the theatre and has enabled work to commence on an ambitious building project.

'The money will be used to build our first ever dedicated training room. This will be a big improvement: at present, we use external venues for training that are often ill-suited to the specialised work we do. The new room will enable us to enhance and expand our training programmes for high priority learners right across the area.'

Impressive performance

The Arts Educational Schools – known as ArtsEd – are among the country's premier performing arts training grounds for young people.

Recent Government Inspection Reports, rating ArtsEd as 'outstanding', bear out the exceptional quality of what it offers its pupils and students. The three schools have excellent facilities, including a total of 40 well-equipped studios and rehearsal rooms. A Saturday school, a unique arts-based A-level course, and degree courses in Acting and Musical Theatre are just some of the academic options currently available to young people.

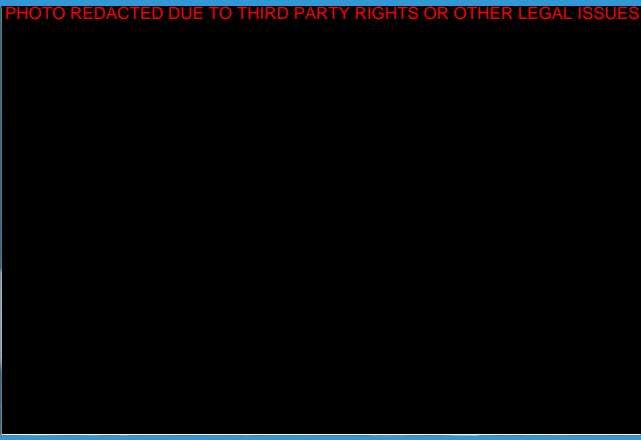
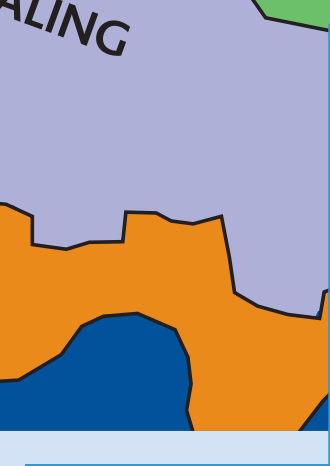
Its Dean, Iain Reid, said: 'Funding from London West LSC has been enormously valuable. It has enabled us to improve our learning resources, such as IT and cataloguing within our library, helping us to raise this aspect of our provision to match the outstanding quality of our teaching.'

Getting to Grips

In early 2002, London West LSC supported the Sector Skills Council for the Audio Visual Industry (Skillset) to undertake research into the facilities sector. One of its recommendations was to develop an apprenticeship scheme for grips working in local facilities companies.

Grips are highly skilled operators with a solid understanding of the health and safety risks involved in manoeuvring a camera platform. Yet there has never been a standard entry route for grips, nor any associated training requirements.

London West LSC is funding 'Focus on Grips', a project run by Skillset that aims to develop a Modern Apprenticeship training scheme for grips employed in facilities houses clustered near the major centres of production in and around west and north west London. It sets out to create a Modern Apprenticeship training scheme model, which will be shared with a wider base of employers and will include on and off-the-job training, with particular reference to key skills, relevant Skillset standards and the achievement of technical qualifications.



College update

Ealing, Hammersmith and West London College received support from London West LSC to help fund a brand new Centre for Media and Visual Arts at its Ealing Centre, to open in summer 2005.

The £8 million development, which involves a major on-site building programme, will help to fulfil the London Borough of Ealing's objective of developing cultural industries in

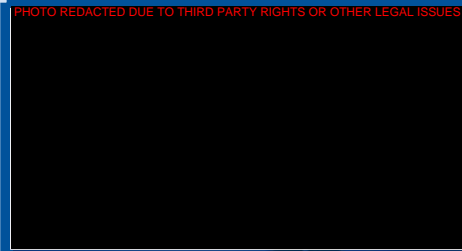
Media students developing new skills the local area. As well as enabling the College to maximise its existing links with Ealing Studios and with Thames Valley University, it is hoped that the new Centre will go on to become a Centre of Vocational Excellence for Broadcast Technology.

Andy Wilson, Deputy Principal, said: 'The media sector is vital to the west London economy and this development will provide an exciting opportunity for local people to train for jobs in this expanding area.'

Musical route to success

Financed by London West LSC, the Hands on Music Life Skills programme offers 16 to 18-year-olds from disadvantaged backgrounds the chance to gain a positive vision of their future through an interactive programme designed to help them overcome a range of individual and personal obstacles.

After a very successful performance in the Watermans Centre, Brentford, student Roina Hadi's expertise as a lighting technician resulted in a job offer immediately after the show. She said: 'Hands on Music gave me a chance to do something live, practical and real... things you wouldn't normally get the opportunity to try out.'



Lighting effects created by Roina Hadi

At the cutting EDGE

London West and London Central LSCs were among the major sponsors of EDGE: The Creative Business Forum, London's first major event dedicated to the capital's creative industries.

More than 350 business leaders, investors, designers and policy-makers, along with leading suppliers and buyers of creative services, attended this high level event to discuss their sector's key issues.

The event attracted more than 350 delegates from the creative industry, including investors, designers and policy makers, leading suppliers and buyers of creative services to discuss the main issues for the sector. It was chaired by Michael Grade, Chairman of Pinewood and Shepperton Studios, and key speakers included

Peter York, Director of SRU, James Dyson, Chairman of Dyson Ltd, and the Rt Hon Chris Smith, MP.

Kate Ashton, Director of Workforce Development in London Central, led a working group on skills shortage. The group participating in the dialogue was diverse and disparate in opinion, which led to a very lively discussion where broad issues were raised. The group was unanimous in its view that the creative industries needed to have more support on generic business skills to enhance their sustainability and capacity in order to progress.

The panel included representatives of Further Education, Higher Education, Government and Industry, and was chaired by Michael Richard, Rector of the London Institute.

Flexible learning approach

In London West, more than 400 students are currently participating in the Increased Flexibility Programme, which is creating and enhancing vocational and work-related learning opportunities for 14 to 16-year-olds.

College of North West London; Ealing, Hammersmith and West London; Harrow; Stanmore; Uxbridge; and West Thames colleges are taking part in the programme. Students are given the opportunity to study for NVQs or new GCSEs in a wide range of curriculum areas, including Engineering, Hair and Beauty, Art and Design, Health and Social Care, Catering and Motor Vehicles. They attend college for one day a week and undertake a number of work placements as part of the programme. Feedback from the students indicates that they welcome this new, more flexible approach to learning.

London West LSC has representation on the steering group in each borough and Karan Jay, Account Manager for Further Education, summed up the LSC's role: 'We provide information and guidance, working in partnership with the other members of the steering group, who all share a very positive attitude about the programme and are working hard to continue developing the curriculum and improving its delivery.'

'Over the next few months, we will be working with local Education Business Partnerships to help ensure that all work placements are relevant to the interests of the young people in learning. We also link with the Learning and Skills Development Agency, which is taking the lead on evaluation and sharing information about good practice.'



Delivering Skills for Life

2003 is the Year of the Employer for Basic Skills, during which London West LSC is aiming to engage employed adults in improving their literacy, numeracy and/or language skills in order to drive up business productivity and competitiveness. One of the ways in which this will be achieved will be by working with employers to extend Basic Skills provision in the workplace and to encourage career development for low-skilled workers.

Breakfast briefings

Good literacy and numeracy skills are needed every day at work and in society – without them, undertaking even the simplest task, such as writing down a message or a telephone number, can become a nightmare.

The LSC held three successful breakfast seminars designed to encourage local employers to recognise the many benefits of workplace Basic Skills training.

All attendees were contacted after the event by LSC workforce development advisers or the West London Learning Partnership Manager to follow up on their Basic Skills needs.

Each seminar included a talk by a local employer:

Improving communication

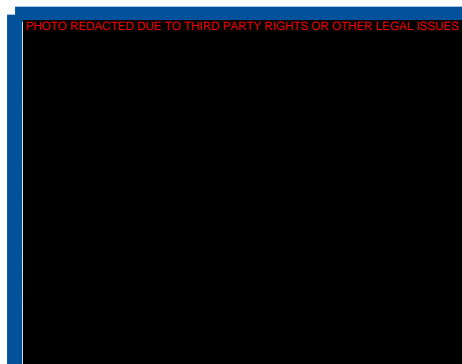
Based at Park Royal and Harrow, the North West London Hospitals are an acute NHS Trust employing around 4,500 people. Training Manager Penny Jennings explained the importance of NHS support services staff learning to use new technology, communicating better with their colleagues and patients, and being able to read and follow instructions. It's also vital that nurses recruited from overseas can understand and adapt to a new country, community and culture. Penny's top tips included:

- Ensure that there is no stigma attached to training
- Take a 'drip feed' approach to embed the learning culture within the organisation
- Develop career paths so that newly-learned skills can be put to good use.

Understanding the business

Spring is the world's first joint venture cross-border mail distribution company. HR Manager Alan Jamieson spoke about how, with 27 different languages among the 80-strong warehousing team, communication difficulties were having a major impact in Spring's fast moving, low margin business. The organisation used European Social Funding from London West LSC to complete a successful programme of Basic Skills training, delivered by tutors from Hillingdon Adult Education, which has helped employees to gain a better understanding of the business, become more involved and increase their motivation levels. Alan's top tips included:

- Don't sit and talk about training: do something
- Make use of external support where available
- Train your staff so that they remain assets and do not become liabilities.



Basic Skills training has increased motivation among Spring employees

Meeting a business critical need

Hazlewood Foods, Park Royal, prepares 140,000 sandwiches every day for airlines, retailers and major supermarkets. Training Officer Darrin Sinclair explained that, with a workforce comprising 650 people and 27 different nationalities, Hazlewood had a business critical training need for all employees to be able to understand food hygiene regulations and Health and Safety requirements. The organisation undertook workplace training for floor staff in small groups in English Language, IT and Supervisory Skills to achieve this. Darrin's top tips included:

- Make the training fun and interesting – ensure trainees feel part of the decision to attend the course
- Follow up all training with evaluation and continued performance reviews
- Ensure all promises made to staff are kept – failure to do this will result in low morale and negative feedback.

The Great Skills Debate

In May the five London LSCs and the London Chamber of Commerce teamed up to host the Great Skills Debate, which enabled more than 150 organisations from across London to give their views to the Government on the state of skills in the capital.

Ken Coello, Chair of London's LSCs, was impressed by the contribution made by the wide range of delegates taking part in the Debate, and by their commitment to developing their workforce. He said: 'Listening to employers is vital to the success of any initiatives designed to improve the skills of the workforce. We don't want to make any assumptions about what will work, for whom.'

The points raised by the many employers

The Basic Skills project has extended participation in education, learning and training

Extending Basic Skills provision

A highly successful Basic Skills project, funded by London West LSC, has been completed by Ealing, Hammersmith and West London College in support of the *Delivering Skills for Life* employer engagement strategy and the objectives set out in the LSC's Annual Plan for 2003 to 2004.

The project has increased literacy, language and numeracy provision, leading to accredited qualifications that count towards the national and regional Basic Skills targets. By extending participation in education, learning and training, it has also raised the achievement of adults in the local area.

There were three strands to the project. The first strand involved engaging three London West employers from the food and care sectors to promote and deliver ESOL Basic Skills in the workplace, including information, advice and

guidance. The employers were food production company Bighams, the Sainsbury's Park Royal distribution centre and care home Kolbe House, based in Ealing. Over a period of up to 15 weeks, a total of 46 employees from these three organisations completed a 30-hour ESOL Basic Skills training programme, tailored to meet their individual needs and those of their employers.

The second strand of the project involved conducting an hour-long ESOL Basic Skills diagnostic assessment of 96 people from companies in three different sectors: food, construction and engineering. And the final strand was a three-hour 'taster' designed to give 40 employees a feel for what signing up for the programme – a 30-hour course is a significant commitment – would be like.

Pat Chan, Senior Business Liaison Officer in the College's Business Development Unit, believes that the programme has resulted in important benefits for employees and employers. She said: 'ESOL Basic Skills training targets people who are often required to work long hours, yet who are traditionally expected to attend night school classes to improve their language skills. This programme has enabled a large number of employees in the area to gain in confidence and competence. With improved language skills to draw upon, I am sure that a significant number will go on to team leader and supervisory positions.'

'ESOL Basic Skills training allows employers to increase the effectiveness of the workforce by providing training in the workplace for loyal staff who would not normally be considered for personal development activities. Although the LSC funding means that employers do not have to pay for the training, there are costs involved in releasing people from their duties and reorganising shift patterns to maintain production. It's not a commitment they enter into lightly, but it can and does lead to dramatic improvements in performance and motivation.'

Pioneering role

London West is the first LSC to join forces with the Science, Engineering and Manufacturing Technology Alliance (SEMTA), one of two Sector Skills Councils created by the Government in April 2003 to address skills issues across the country.

The Government has set four key goals for the Sector Skills Councils:

1. To reduce skills gaps and shortages, and to anticipate future needs
2. To improve productivity, business and public service performance
3. To increase opportunities to boost the skills and productivity of everyone in the sector
4. To improve learning supply, including apprenticeships, Higher Education and national occupational standards.

Alan Butcher is SEMTA's Sector Skills Adviser for London. He said: 'London West LSC is the first pilot for our nationwide "hotdesks and surgery" initiative. I have been interfacing with the workforce development team to help them develop business plans for the sector SEMTA is responsible for.'

'Our partnership with London West LSC has created an important route to market, enabling us to build on existing relationships with local stakeholders and set up a range of Employer Forums designed to help develop skills in the region, to the benefit of employers and employees alike.'

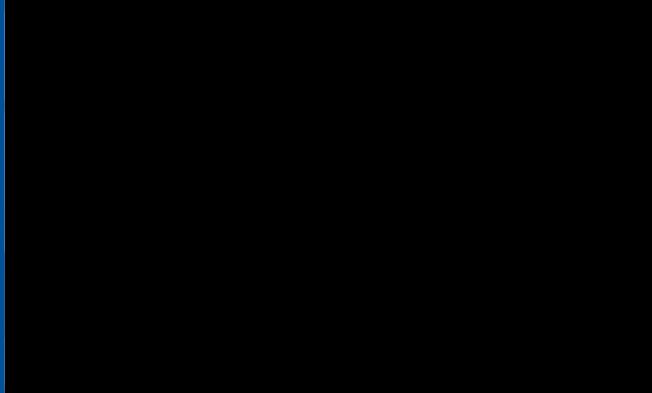
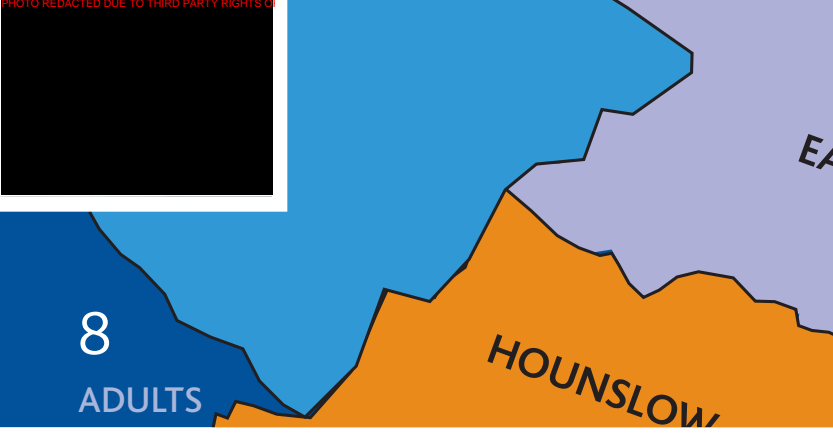
London West LSC Executive Director Peter Pledger said: 'Engineering is a key sector in the London West area and we are committed to identifying and providing the skills needed by employers to improve their businesses. Our partnership arrangement with SEMTA will ensure that our combined expertise and resources will be used effectively to meet the needs of local employers.'

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Exchanging views about the state of skills in the capital

taking part in the Great Skills Debate have been really enlightening, particularly about the confusion caused by changes in initiatives and about information and guidance being vital.'

Feedback from the Debate has been fed directly into the Government's Skills Strategy, which is due to be published in June. The aim of this Strategy is to highlight ways in which improved skills can raise productivity and improve competitiveness in England.



Left to right: Helen Robinson, Regional Manager, CfBT Advice and Guidance; Will Clark, Partnership Development Manager, Lifetime Careers; John McCarthy, guest speaker at the London West IAG Partnership launch; and Peter Pledger

Proactive partnership

The London West Information, Advice and Guidance (IAG) Partnership has some stretching targets to meet. A launch event, which featured an address by former hostage John McCarthy CBE, kicked off the project in April.

The Partnership is funded by London West LSC and is a merger of the West London and North West London IAG services. The new

body, London West IAG, will manage its 67 constituent providers to ensure the effective and consistent delivery of free and impartial information, advice and guidance to adults on opportunities in learning and work in the west London area.

London West IAG has a number of key priorities, including helping adults in the workforce to achieve NVQ Level 2 or

equivalent qualifications, encouraging 18 to 30-year-olds to go on to Higher Education, and helping to engage hard-to-reach groups in the mainstream social structure or labour market. The Partnership aims to achieve the challenging targets set down by Government of 55,413 information and 19,015 advice sessions over the coming year.

They're free, they're fun, just try one...

The five London LSCs have adopted a new approach to this year's Bite Size campaign. They have joined forces to develop a bigger, more impactful campaign right across the capital to encourage participation in learning.

Running from 16 June to 5 July, the 2003 Bite Size campaign aims to inspire up to 12,000 people within the London Region to attend one or more free learning 'taster' sessions, called 'Bite Size Intros', each lasting between one and three hours. It is anticipated that learners will include a significant proportion who have not participated in any type of learning since

leaving full-time education, and 4,000 16 to 19-year-olds who are not currently involved in education or training.

The London Bite Size campaign, fronted by ex-Eastender Tamsin Outhwaite, is being supported by an extensive programme of integrated marketing activities, including TV, radio, poster, bus and tube advertising, magazine inserts, door drops and competitions with specific activities aimed at:

- Those in deprived communities
- Unemployed adults
- Adults with literacy and numeracy needs
- Ethnic minorities.

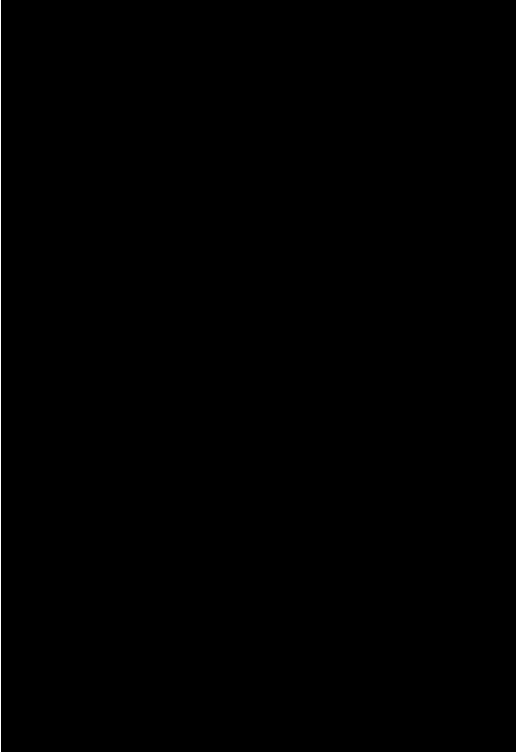
'It has also been good to liaise on the Bite Size campaign with my colleagues from the other four LSC offices. We have shared best practice about the campaign, selecting and then applying the same quality measures for all the Intros taking place across the capital, to ensure that we all meet our targets.'

More than 450 Bite Size Intros will take place within London West, delivered by 25 training providers. The courses cover the following categories: Information Technology, Arts and Crafts, Basic Skills, English for Speakers of Other Languages, Sports, Languages and Health and Social Care.

There will also be a number of Intros dedicated to people with disabilities, learning difficulties, mental health problems and those with no fixed abode, breaking down the barriers by these groups that prevent them studying.

The call centre will be handling all London's Bite Size calls. The number for learner bookings/ queries is 08000 326300. Bookings can also be made on-line at www.bitesizelondon.com Training providers can access the latest booking information by dialling 0870 410 4044 or by visiting the website.

Alice Hainsworth, Account Manager for Adult and Community Learning, has been managing the operational side of London West LSC's campaign. She said: 'Running Bite Size as a pan-London team has brought many benefits, especially for learners. We have invested heavily to provide a dedicated call centre and website for learners in London, who will be able to find out about and book themselves onto courses anywhere in the capital, regardless of where they live.'



If you have changed your address, have some article ideas to put forward for future issues of *the area* or require additional copies, please contact us on 0845 019 4164.

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