



# Learning Support Volunteer Information Pack 2020/21



Thank you very much for your interest in Aspire Sussex Ltd and for wanting to work with us.

Aspire is an organisation filled with dedicated, talented and hardworking people - people just like you - who are devoted to working hard to enable our students to achieve their personal aspirations and to inspire them to learn, enjoy and achieve.

Aspire embraces diversity; enables personal and professional development and encourages innovation and creativity. Aspire has a strong set of professional values, aligned to its organisational mission, vision and values, which underpin the way we work together.

In the following pages, we will tell you about more about Aspire and provide you with additional information to help you complete your application.



Christina Chacksfield  
Head of HR and Student Services

2	WELCOME
4	VISION, MISSION, VALUES
5	OUR PEOPLE
6	WHAT WE DO
8	VOLUNTEERING OPPORTUNITIES
10	RECRUITMENT PROCESS
11	VOLUNTEERING WITH ASPIRE
13	LEARNING SUPPORT VOLUNTEER JOB DESCRIPTION

Aspire Sussex Limited is an Adult Education Charity leading in the planning, promotion and delivery of adult education across West Sussex and beyond, supporting communities, developing skills, and helping students to learn, enjoy and achieve. We have a vision, mission and a set of values, that together describe the direction of our business, its core purpose and how we want to behave as an organisation.

## Vision

We will provide community based adult education that is vibrant, accessible and sustainable and responds to the needs of our local communities

## Mission

To enable people to achieve their personal aspirations, whatever their starting point, and inspire them to learn, enjoy and achieve.

## Values

Our values underpin the way we work, they are:



## Aspire's Trustees

Aspire Sussex has a board of non-executive Trustees whose role it is to make sure the charity is running well and doing what it was set up to do. This includes ensuring the charity has the money it needs; spends its money sensibly, on the activities for which it was raised; follows the law, including preparing reports and accounts to send to the Charity Commission and doesn't break the rules in its governing document.

## Executive & Senior Management Teams

The day to day running of Aspire is managed by Aspire's Executive and Senior Management teams.

### Aspire's Executive Team consists of:

- **Robyn Kohler** - Chief Executive Officer
- **Christina Chacksfield** - Head of Human Resources
- **Nick Quinn** - Interim Head of Finance

### Together with the Executive Team the following managers form Aspire's Senior Management Team:

- **Emma Leavey** - Director of Performance, Quality & Inclusion
- **Kate Scales** - Director of Business Development & Marketing
- **Lynne Smith** - Safeguarding & Compliance Manager

## Aspire's Staff

Aspire is staffed by approximately 80 full and part time operational and support staff and employs around 200 tutors. In addition we employ casual staff who, among other things, invigilate exams or provide additional operational support at busy times. We also have the support of volunteers who help both in our classes as learning support volunteers and with administration and fundraising.

## Matrix Standard

Aspire Sussex are proud to be accredited with the Matrix Standard; this is a unique quality framework for organisations to assess and measure their information, advice and guidance, which ultimately supports individuals in their choice of career, learning, work and life goals.



## Aspire's main areas of activity are:

### *Employability Skills*

Through Aspire Sussex, thousands of adults in Sussex gain qualifications in areas such as English, maths, teaching, counselling, childcare, hairdressing & barbering, up to and including GCSE and Diploma levels. Aspire also offers non-accredited provision such as, short business courses confidence building, job search skills and business start-up skills.

Aspire's functional skills courses in English and maths are held in small friendly groups & students are encouraged to work at their own pace. Our students tell us that our courses help them into employment; help them to progress at work; improve self-esteem and confidence; make a positive impact on family life and help them to progress onto GCSE and further education opportunities.

Aspire's courses in English for Speakers of Other Languages (ESOL) enable students to integrate into their local communities and gain Citizenship status through learning English.

We work with adults with learning difficulties and disabilities and every year we help hundreds to improve their independent living and learning skills. Students tell us that they courses help them feel confident taking part in local activities; feel part of a community; improve skills for work; feel more valued and respected.

### *Family Learning*

Aspire works in partnership with primary schools and children and family centres to deliver Family Learning courses across West Sussex. Courses are open to adults who play a significant part in a child's life and are funded by the Education and Skills Funding Agency. Some courses are joint, where adults learn alongside children, others are for adults only.

Courses focus on supporting learning and wellbeing by exploring children's social and emotional development and by building parents' self-esteem and confidence. Courses also enable families to extend their understanding of English, language and maths skills and how these are taught in schools.

Every year parents and carers benefit from our Family Learning programmes with many positive benefits such as helping parents and carers to support their children's learning; encouraging families to spend time together; helping families to engage with schools; improving children's performance in schools and more. The focus is always on support and fun.

## Community Learning

We deliver non-accredited courses across a variety of subject areas. Many of our community learning courses help people to improve their health and wellbeing, these include, Fitness classes, Cookery, Massage, Yoga, Tai Chi, Mindfulness & Self Esteem. Every year thousands of our students benefit from our Health and Wellbeing programmes; our students tell us that these programmes make a significant impact, helping them to maintain and improve their overall health and wellbeing.

Aspire offers a variety of creative courses such as Arts and Crafts, Gardening and DIY, Cookery, Music and Creative Writing. These courses can make a real difference to people's lives in many ways, not only enabling students to develop their creative skills; but also providing situations for social interaction & creating employment opportunities.

We offer also a wide range of language courses – from French, Spanish, Italian and German to Arabic, Chinese, Japanese and Russian - many taught by native speakers embracing the culture as well as the language of countries across the globe.

## Community Projects

Aspire Sussex and partners have been successful in bids to the National Lottery Community Fund Building Better Opportunities programme and have received funding totalling just over £1.8 million. Aspire is leading two projects called Working Together for Work and Local Learning Perspectives across the Coast to Capital LEP area (East and West Sussex, Surrey, Brighton and Hove).

The two projects involve working with a range of partners who will bring expertise to provide targeted family-focused provision through family learning and community inclusion, supporting hard to reach groups and individuals to return to work.

Building Better Opportunities is funded by European Social Fund and the National Lottery Community Fund.

Aspire Sussex also works with local charities, local and national funders to carry out other projects from time to time to help more people access learning opportunities.



## Volunteering Opportunities

Volunteers usually support tutors in one of the following areas. This brief overview may help you decide which of the area(s) you might like to support.

- **Maths:** Money management, fractions, decimals and percentages.
- **English:** Grammar, punctuation, spelling rules, sentence construction and reading for meaning.
- **ESOL** (English for Speakers of Other Languages): Speaking and listening, reading and writing in English.
- **ALD** (for adults with learning difficulties): Skills to develop independent living such as communicating appropriately, developing social skills, basic meal planning, budgeting and making choices.

Learning usually takes place in small informal groups led by a tutor. As a Volunteer you will support students, either individually or in small groups, who want to improve their skills for work, for everyday life or to help their children at school. You will be working under the guidance of a qualified tutor at all times.

Volunteer places are subject to suitability and references. Please note that placements may not be available immediately in your chosen subject or preferred location.

## Who Should Apply?

We welcome applications from people who:

- Are able to give their time freely to assist in supporting tutors and student groups.
- Hold a GCSE, or equivalent level qualification, in English and/or maths as appropriate. (However, if you have no formal qualifications there is the opportunity to take Level 2 qualifications in English/Maths).
- Are willing to undertake relevant training.

***An informal interview will be held to determine suitability for the role and to give you the opportunity to decide whether Volunteering with Aspire is something that you want to do.***



## Our commitment to you

### As a volunteer you can expect to:

- Discuss appropriate placements with the HR Department.
- Receive free training when organised which will be specific to your Volunteering role.
- Have access to resources and materials to support learning.
- Receive support from the Tutor, Subject Specialist and Faculty Manager.
- Participate in decisions about your work as a volunteer.
- Attend a free course within the Aspire Sussex curriculum programme aligned to your continuing development as a Volunteer (in line with the Training and Development Policy).

## Your commitment to us

### We expect you to:

- Be guided by the course Tutor
- Attend training as appropriate
- Notify the tutor or the Adult Education Centre where your course is held if you are unable to attend a particular session.
- Observe strict confidentiality about all students.
- Work in line with Service policy e.g. in relation to Health and Safety, Equality and Diversity and Safeguarding
- Arrive in good time (normally 15 minutes before the start of class), to be briefed, and to assist the tutor as appropriate.

## Training

As part of our commitment to quality standards all Learning Support Volunteers are asked to undertake regular training. This may include half-day workshops focusing on the subject you support, for example, trying out resources and understanding the methods of learning support used in the classroom.

Volunteers also have the opportunity to access:

- our virtual learning environment, Moodle, for induction and general information.
- a course, to aid your continued professional development as a Volunteer, advertised in the Aspire Sussex Brochure. Please contact the HR Department on 01293 853481 for a volunteer application form or e-mail [hr-team@aspresussex.org.uk](mailto:hr-team@aspresussex.org.uk)

## Travel Expenses

Learning Support Volunteers are entitled to claim travel expenses to and from the venue where they are based; the rate is 45p per mile up to a maximum of £7.20 per session.

Claims can be made through completion of a T1V form which is available from all Aspire Sussex Adult Education Centres. This form requires both the volunteer and tutor signature to authorise payment and on completion should be sent to Janet Proctor at Aspire Sussex Ltd, Chichester Adult Education Centre, Kingsham Road, Chichester, PO19 8EB. E-mail [janet.proctor@aspresussex.org.uk](mailto:janet.proctor@aspresussex.org.uk)

# Recruitment Process

To ensure a fair recruitment and selection process, we ask all applicants to complete our standard Application Form

When we receive your application it will be sent to the appropriate Line Manager, who will advise whether we have any suitable opportunities to match your experience, expertise and qualifications

If we have a suitable opportunity available, then you will be invited to attend an informal interview with the relevant Curriculum Leader

Following your interview, you will be contacted by the Curriculum Leader to advise you of the outcome of your interview.

If successful at interview our HR Advisor will send out your formal Welcome Letter confirming details of the course that you will be supporting. References will be taken up at this stage and a DBS check if required..

New volunteers will be provided with induction training by the Curriculum Leader and will be required to complete the following mandatory e-learning modules: Safeguarding & Prevent, Health & Safety, Equality & Diversity and GDPR.

**Please note that placements may not be available immediately in your chosen subject or preferred location. In such situations, we will offer to keep your details until a suitable placement does become available.**

## Where we work

Our Head Office is at Marle Place in Burgess Hill. As well as offices, Marle Place has teaching facilities and a vibrant programme of courses. We also have Aspire offices and teaching facilities at Centres in:

Kingsham Road, Chichester  
Westloats Lane, Bognor Regis  
The New Learning Shop, Littlehampton  
Basepoint, Crawley  
The Drill Hall, Horsham

Teaching also takes place in schools, libraries, community centres, children and family centres, village halls and partner venues across Sussex.

## When we work

Standard day time office hours are 9:00am to 5:00pm Monday to Thursday, and 9:00am to 4:30pm on Fridays, with a 30 minute unpaid lunch break. There are variations to this standard pattern at some of our centres, and many of our employees work non-standard hours. We have a high number of part-time staff and all Tutors work on a sessional basis.

As we run evening, daytime and weekend courses, most staff work occasional evenings and Saturdays. Additionally, flexibility is required to cover other hours during busy periods and, on occasion, travel to other Aspire sites across West Sussex is required.

Aspire Sussex recognises the importance of helping its employees balance their work and home life and so we have a Flexible Working Policy in place. Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

## Who we work with

Aspire Sussex actively works with a number of partners across the South East of England to improve the quality of provision and seeks to increase access to learning across Sussex and its neighbouring counties



## Equal Opportunities

Aspire Sussex is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake and in the provision of all of our services.

We therefore expect all Aspire staff to be willing and able to make a positive contribution to the promotion and implementation of Aspire's Equality and Diversity Policy.

Upon joining Aspire, all employees are required to complete our Equality & Diversity e-learning course as part of their induction to the organisation.

## Safeguarding

Aspire Sussex is committed to safeguarding and promoting the welfare of our staff and students, we therefore expect all staff and volunteers to do the same. We ask all staff to undertake safeguarding training when they join us.

## Wellbeing

Aspire Sussex place a strong emphasis on the health and wellbeing of its staff & volunteers.

Aspire have formed a Wellbeing Task Group of people who are passionate about generating creative and innovative initiatives to support staff wellbeing. This includes: raising awareness; promoting company wide and local wellbeing initiatives, and signposting staff to organisations and tools that may offer help and support when needed.

One of the many ways we keep staff & volunteers up to date with key information and initiatives are our wellbeing noticeboards which can be found at each of our centres. These follow a monthly theme and display a variety of information, advice and guidance for all staff.

In July 2019 Aspire joined the Breathe Culture Pledge, an initiative designed to encourage businesses to take their company culture seriously. The pledge is a statement of Aspire's intent to invest in our company culture for the benefit of our employees & volunteers.



## Function & Purpose

To assist in supporting the delivery of the Aspire Sussex course under the direction of a named Tutor.

## Responsibilities Include

- To carry out voluntary duties as agreed with the Curriculum Leader or Tutor, in general to:
  1. Support students to undertake learning activities
  2. Help establish a safe and active learning environment
  3. Support the effective use of learning resources
  4. Contribute to the feedback and evaluation process
- To work according to Aspire policies and procedures including Health & Safety, Safeguarding, Equality & Diversity and Confidentiality
- To attend the agreed placement once a week or as agreed with the Aspire Sussex Curriculum Leader, Tutor or HR Department
- To undertake relevant training
- To respect confidentiality
- To be punctual and reliable
- To work as part of a team

## How to apply

If you would like to find out more about Volunteering with Aspire, or wish to have an informal discussion regarding our current opportunities, please contact: Emily Statham, HR Advisor on: 01293 853481 or email [hr-team@aspresussex.org.uk](mailto:hr-team@aspresussex.org.uk)

Alternatively please visit our website <https://www.aspiresussex.org.uk/vacancies/> where you will find further details on all of our current volunteering opportunities, along with the application form.