



>lsc

Leading learning and skills

Celebrating
Excellence at the
LSC Skills Awards
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the magazine

July 2007

The magazine of the Learning and Skills Council (LSC) for partners and people interested in learning and skills issues in the South West

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Cover Photo – The Cobb, Lyme Regis



Malcolm Gillespie - Regional Director - South West

Welcome

Hello and welcome to the first ever South West issue of the magazine. The magazine will be produced quarterly and aims to celebrate the achievements of young people, adults, employers and training providers, in addition to providing a useful insight into the LSC and our plans and activities throughout the region.

This is an exciting and challenging time for our sector, as we move into a period of very significant change, but much has been achieved in recent years. There has never been a more important time to highlight the successes of learners, and excellent relationships with employers and communities. We need more and more employers, in particular, to be saying how good we are at meeting their needs.

The Leitch report articulates clearly the reasons for raising our game. And the need for employers, in both the public and private sectors, to invest more in the skills of their people.

The Train to Gain service is intended to offer employers independent advice, assistance with identifying skills needs, and help in finding the most appropriate training supplier. It is not just about Level 2 qualifications.

For young people we will have to redouble our efforts to establish effective partnership working. This will be essential if we are to implement successfully the new diplomas and reduce the numbers of young people who drop out of the system.

We have, as a sector, demonstrated our capacity to rise to a challenge and I am certain that that is exactly what we will do this time around!

I hope that you enjoy this issue of the magazine and I look forward to hearing your ideas for future issues.

Malcolm Gillespie - Regional Director - South West

the magazine Editorial

Editor: Emma Parker

T: 07770 733327 | E: emma.parker@lsc.gov.uk

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Learning and Skills Council Devon and Cornwall

Foliot House, Budshead Road, Plymouth, PL6 5XR
T: 0845 019 4155 | E: devonandcornwallinfo@lsc.gov.uk

Learning and Skills Council Dorset and Somerset

Dorset Office
Provincial House, 25 Oxford Road, Bournemouth BH8 8EY.
T: 0845 019 4148 | E: bdpinfo@lsc.gov.uk

Somerset Office
Ground Floor, Quad 1000, Blackbrook Business Park,
Taunton, TA1 2PX
T: 0845 019 4161 | E: somersetinfo@lsc.gov.uk

Learning and Skills Council Gloucestershire and Wiltshire

Wiltshire Office
Bora Building, Westlea Campus, Westlea Down,
Swindon. SN5 7EZ
T: 0845 019 4168 | E: wiltswindoninfo@lsc.gov.uk

Gloucestershire Office
Conway House, 33-35 Worcester Street, Gloucester, GL1 3AJ
T: 0845 019 4189 | E: gloucestershireinfo@lsc.gov.uk

Learning and Skills Council West of England

St Lawrence House, 29-31 Broad Street, Bristol BS99 7HR.
T: 0845 019 4168 | E: westofenglandinfo@lsc.gov.uk

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The Leitch Review of Skills

The LSC welcomed Lord Leitch's vision for world-class skills, following the publication of Leitch's independent review to examine the future skills needs of the UK economy.



"By doubling Apprenticeships by 2020 to 500,000 nationally he is ensuring we continue to raise the skills of young people."

The LSC want more people to operate at a high level in the global economy with increased productivity per head and more people in work. Prosperity for all will be achieved through world class skills - and the Further Education system will be central to this.

LSC National Chair Chris Banks said: "This is a clear rallying call and Lord Leitch has set ambitious challenges to employers, learners and to those who work with them. The LSC is in full agreement that we need to seize this opportunity and ensure that the ambitions of being world-class in skills are met.

The LSC National Council met to discuss the Leitch Review of Skills and gave its full support to the direction and ambitions contained in the final report.

"We are particularly pleased to see the recognition of the contribution that some of our flagship programmes and services are already making such as Train to Gain, Apprenticeships, Skills for Life, the National Employer Service and the clear direction to build on these to accelerate progress in the years ahead."

Malcolm Gillespie, Regional Director of the LSC South West added: "It is a big challenge to be world-class. We have already made considerable progress but there is much, much more which needs to be done. The LSC lie at the heart of this and is ready to play its full part.

"It is clear that we must all continue to accelerate change so that we go further, faster. The LSC South West - and the other eight regional offices across England - recognise and share this ambition and we will continue to raise our game to make this a reality. We look forward to working with the Department for Innovation, Universities and Skills (DIUS) and our partners to achieve this. In particular the LSC is delighted that Gordon Brown has further reinforced his commitment to our Train to Gain service. Over 4,000 individuals in the region have benefited from learning through the service since it was launched in April 2006.

"Gordon Brown also announced a threefold increase in the numbers of adults who will be able to gain qualifications by 2011. By doubling Apprenticeships by 2020 to 500,000 nationally he is ensuring we continue to raise the skills of young people - here in the South West we have 20,825 young people in work-based learning. Gordon Brown also committed additional capital for Further Education colleges."

The LSC itself has changed significantly over the past year with the introduction of local Partnership Teams - part of a major reorganisation which has allowed an extra £40m to be spent on learners: there are now 10 Partnership Teams based across the South West.

The full report - The Leitch Review of Skills 'Prosperity for all in the global economy: world class skills' and the Treasury press release can be found at

<http://www.hm-treasury.gov.uk>



'Our future. It's in our hands' is the memorable strapline that accompanies the much anticipated Skills Campaign, with the ambition of 'transforming the way people think, feel and act towards learning and skills'. But what's the thinking behind it and why is the campaign rolling out its message now?

Our Future. It's In Our Hands

New Skills Campaign

Last December Lord Leitch published his 'Review of Skills' in the UK and set an ambitious challenge for the UK to become a world leader in all levels of skills. His report states that, if the challenge is met, the UK will increase its position in the global economy, and on the journey, far exceed many of its current targets and aspirations with a key milestone being set by Lord Leitch as the year 2020.

Central to Lord Leitch's findings is that individuals and employers need to recognise the value of training and skills. As a result, the Skills Campaign aims to transform the way people think, feel and act about learning and skills so that over time, the demand for it, and investment in it, both in terms of time and money, from basic skills to Levels 2, 3, 4 and beyond, is improved.

Paul Lucken, Regional Director of Skills, LSC South West, explains: "One of the key ways that we can increase and focus the effort towards meeting these aims is by transforming the way individuals and businesses value learning and skills.

"This is becoming ever more important in an environment where we aim to increase dramatically the level of demand and investment around the type of learning people do and employers offer. We are also keen to balance this demand with the amount people and employers are prepared to pay and invest in their future learning."

Partners

The LSC, working with the Department for Innovation, Universities and Skills (DIUS) and the Sector Skills Development Agency, on behalf of the Further Education system are the driving force

behind the skills campaign, supported by a raft of national, regional and local partners right across the learning and skills sector. The campaign's ambition is to work with every organisation interested in promoting skills to ensure the message is heard by everyone in England.

Hearts and Minds

The Skills Campaign aspires to transform the way people think, feel and act about learning and skills so that over time, the demand for it, and investment in it, in terms of time and money, increases.

Paul Lucken, continues: "The Skills Campaign message 'Our future – it's in our hands' is an overarching message that will flow through everything that we do. All current LSC marketing and communication campaigns will be aligned under the Skills Campaign banner so that there is a consistent and concerted push towards changing the hearts and minds of learners and employers in the UK."

Campaign Delivery

The campaign was launched on 9 July 2007 and is the first phase of an anticipated 3-5 year campaign. It uses a variety of national and local media and includes a website and helpline. The campaign focuses on reaching adults and employers who may not traditionally learn or train their staff, directing them to the relevant services, programmes, funding and support. For example, parts of the campaign target employers, directing them to the Train to Gain service. Similarly the overarching message can be used to promote the Adult Learning Grant, which is being rolled out nationally in September 2007.

It is designed to be a simple, effective and powerful way of promoting all the services delivered by the LSC and our partner organisations.

Paul Lucken, concludes: "We need to encourage people to take control of their future with better skills and encourage them that if they want to succeed they just have to reach for it through a range of easily accessible services. The onus is on the individual, they just have to take the first step themselves.

"Put simply, the Skills Campaign aims to create a belief in people that they have the capacity to learn better skills and by doing so, improve their working life, now and in the future."

Call 0800 011 30 30 or search online for "in our hands"

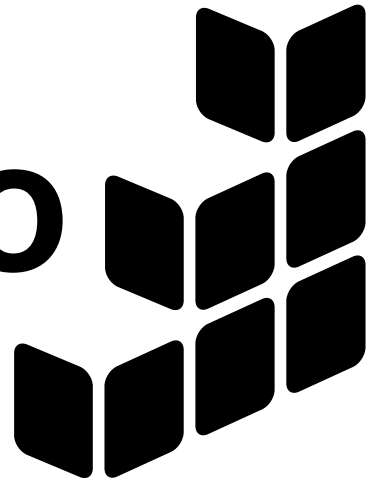
The LSC Marketing and Communications team is already working with regional partners to encourage them to adopt the Skills campaign inspirational messages, marketing materials and strapline **Our future. It's in our hands**. Our aim is to work closely together so that collectively, the overall message about learning and skills will be much clearer and stronger.

For further information about campaign resources and advice on usage please call
020 7413 3400
or email skillscampaign@lsc.gov.uk

"The benefits of investing in training are clear and persuasive."

*Chris Minett, Director,
South West Skills Development.*

Train to Gain



Studies show that appropriate training is the key to a highly productive workforce.

Employees who have received training often have the strongest stake in the company's future, boosting efficiency and effectiveness, as well as enhancing profits.

That is why it is so surprising that a new study by the Learning and Skills Council (LSC) has shown that 57 per cent of employers are not using further education to improve the skills of their workforce. The survey of 204 businesses also revealed that another 40 per cent are not aware subsidised employee training is available.

Many small business owners write off training as being too expensive or something that is not suitable to the size or structure of their business.

But in the light of innovative and cost effective schemes, such as the LSC's **Train to Gain service**, it is hard to see why so many companies are still not training their staff.

Train to Gain allows companies to request a free and impartial skills broker to come to their business premises, assess their needs and recommend appropriate training.

Many courses can often be carried out on-site, allowing firms to keep the cost down and ensuring that productivity is not adversely affected.

The service can also offer exclusive access to subsidised or free publicly funded training.

Since its launch in April 2006 Train to Gain has helped 5,524 employees in the South West and 22,000 nationally, access quality training adapted to the needs of their job. However, South West Skills Development Director for **Train to Gain**, Chris Minett believes there are many more businesses that could be reaping tangible benefits from the service.

She said: The benefits of investing in training are clear and persuasive. Not only will improved skills lead to greater staff motivation, retention and morale, it can also enhance profits.

"**Train to Gain** is important because skills shortages continue to have a negative impact on UK productivity and competitiveness in the face of fast-growing economies."

While some common skills shortages – such as IT – are likely to affect all businesses, an audit by a **Train to Gain** broker will identify the main areas that are in need of attention. Some skills gaps are undoubtedly sector-specific and extensive advice can be offered on specialised needs where appropriate.

Recent reports have also highlighted that the UK workforce is struggling with basic literacy and numeracy skills. These basic skills can have a massive impact on the day-to-day operations such as communications, finance and correspondence, as well as on the bottom line. It is crucial that these skills are addressed and that employers realise how this may be affecting their business.

Chris Minett added: "Not only can **Train to Gain** offer access to subsidised and free publicly funded courses. Businesses with less than 50 full time employees are also eligible to claim contribution to wage costs for employees to achieve their first full Level 2 qualification.

"With such a good service on offer it's hard to see why businesses wouldn't take advantage of it."

For more information on **Train to Gain**, or to arrange an appointment with a skills broker call **08456 047 047** or visit www.traintogain.gov.uk

The Skills Awards

The first ever LSC Skills Awards South West took place in April to celebrate the success and achievements of learners and companies throughout the region.



"The overall standards of entries have been particularly high and it has been fantastic to see so many outstanding individuals and businesses from across the region collecting awards"

The event at Sandy Park Stadium in Exeter was attended by over 170 people from around the South West, including representatives from a number of regional based companies and the South West Regional Development Agency.

The guests were greeted by John Savage, South West Regional Chair for the LSC and Malcolm Gillespie, LSC South West Regional Director.

Awards in the 15 categories were presented by Gold medal sprinter Jason Gardener, who also spoke on the evening.

Malcolm Gillespie said: These are our first ever Skills Awards in the South West and they have been a resounding success.

"The overall standards of entries have been particularly high and it has been fantastic to see

so many outstanding individuals and businesses from across the region collecting awards. Our economy is dependent upon having skilled individuals working across the entire spectrum of vocational learning and they play a crucial role in plugging the skills gaps.

"It is therefore vital that we celebrate the achievements of both individuals and employers who are contributing to increased skills levels and learning in the South West."

All regional finalists will now go forward for consideration in the national LSC Awards.

Sharon Osborne and Simon Cowell

Tell South West Teenagers

EMA has the X-Factor!

X Factor stars Sharon Osborne and Simon Cowell have been visiting schools across the South West to tell students they could be paid up to £30 for staying in learning after 16. The talent show judges were being impersonated by performers from a touring theatre group in a special production designed to tell Year 10 and 11 pupils about the Education Maintenance Allowance (EMA) – a scheme to help 16-19 year-olds financially so they can stay in learning.

The production, by the highly-acclaimed IMPACT theatre group, was sponsored by the Learning and Skills Council (LSC) South West and toured schools throughout the region in March.

Rose Webster, Student Development Manager at Chosen Hill School, where the IMPACT performed said: "We're delighted that the production was so well received. It provided a fun way of getting some very important information across to the pupils."

Anyone whose household income is up to £30,810 a year could be entitled to EMA. It offers bonuses and weekly payments of up to £30 for good attendance and commitment.

Launched in 2004, EMA was introduced to help remove the financial barriers to staying on post-16. Historically half of those who dropped out at 16 did so for financial reasons. The last academic year (05/06) saw the highest proportion of 16 year olds in learning since 1994, with 89.1 per cent participating in some form of learning.

But as well as improving participation, new research from the LSC shows that the initiative has also brought unexpected benefits to the Further Education sector, resulting in more motivated and committed learners.

In the research more than eight in 10 (82 per cent) of teachers reported that EMA successfully motivates young people who stay on in learning post-16.





West at Work

West at Work helps build the West of England

More than 120 employers attended a recent breakfast seminar aimed at encouraging local construction companies to share in the success that new developments are bringing to the area.

Building the West of England was the first in a series of events aimed at informing small to medium sized companies about what is needed to win contracts on large developments such as Cabot Circus in Bristol, the Southgate Centre in Bath, the Science Park in South Gloucestershire and Locking Parklands in North Somerset.

The event was organised by West at Work, a partnership project that aims to make sure that local people have the opportunities and skills to meet employers' needs – both now and in the future. Bovis Lend Lease and local training

provider On Site both gave presentations at the event and offered help and advice about training and skills and other necessary criteria. Further events will take place across the area later in the year.

West at Work is a partnership between the Learning and Skills Council (LSC), the South West of England Regional Development Agency (South West RDA), Jobcentre Plus, Business West, Connexions, Bath and North East Somerset Council, Bristol City Council, North Somerset Council and South Gloucestershire Council. The project is based in the West of England and covers the areas of Bath, Bristol, North Somerset and South Gloucestershire.

For more information about West at Work or future events visit www.westatwork.co.uk or contact the West at Work team on 0117 372 6452



Gloucester Skills Festival 2007

Over 5,000 young people from the schools around Gloucestershire visited the county's Skills Festival 2007.

The event, which was held over three days at the GL1 Leisure Centre in Gloucester, was arranged to inspire young people to think about their future career and sample 'hands on' work activities including: hairdressing, robotics, plumbing and even code cracking!

Over 30 employers, colleges, universities, training providers and other bodies, representing a range of careers, attended the event, which was organised by Connexions Gloucestershire, Gloucestershire County Council and the Learning and Skills Council (LSC) Gloucestershire.

LSC Gloucestershire Partnership Manager, Janet Rice, said: 'We were delighted that so many schools took the opportunity to give their students an insight into the wide range of skills that are needed in the workforce. The atmosphere was lively throughout the event and the young people took the opportunity to ask questions, raise concerns or just have a go.'

On the second day parents and the general public were also invited to attend.

Some young people who had tried the activities during the day with their school returned in the evening with their parents.

Connexions Gloucestershire and AimHigher were also on hand to give impartial careers advice and information.

Begun Mitha, Recruitment Co-ordinator Gloucestershire Hospitals NHS Foundation Trust said: "This event is a really good way to give young people a general idea of the different jobs available within Health and Social Care – we're able to have several different NHS Trusts represented to show the variety of opportunities available to people who'd like to work in the sector."

Jill Shechter, Hartpury College added, "It's been an excellent opportunity to give students a realistic view of what is involved in some of the industries which are relevant to them."



Area Introductions

Welcome to the LSC South West which covers counties from Gloucestershire to Cornwall and comprises four area offices.

The challenges and opportunities we face are exciting and by utilising the expertise and ambition within our region we are well placed to succeed in the future.

The following pages talk about the region's successes and also our priorities for the future.

Devon and Cornwall



Introduction by
Area Director
John Chudley

The LSC Devon and Cornwall serves the two counties of Devon and Cornwall and the Isles of Scilly and two unitary authorities – Plymouth and Torbay. The area is predominantly rural with three significant urban centres – Plymouth, Exeter and Torbay. It is a challenge to ensure that all potential learners have access to high quality learning opportunities.

We rely increasingly on strong collaborative work, both regionally and locally, to achieve our goal of transforming post-16 learning and skills in Devon and Cornwall in order to improve productivity, employability and social cohesion.

Our Local Priorities

- Support the implementation of the 14-19 reforms across Local Authorities (LAs).
- Ensure improved participation and achievement at Level 2 and Level 3.
- Manage the delivery of Train to Gain in Devon and Cornwall.
- Continue to operate Employer led Task and Finish Groups (TFG) to support our achievement of skills targets .
- Continue to support upskilling of the Public Sector Workforce.
- Support providers in developing a portfolio of provision in excellent facilities to provide maximum choice for learning and skills training.
- Review the geographical availability of provision.
- Focus the use of European funding and local LID resources to support economic development activity.

Our Recent Successes

Latest data from Connexions indicated that in Devon and Cornwall, nearly 4.7% of 16-18s were classified as Not in Education, Employment or Training (NEET), whilst the situation is unknown for 0.8% of 16-18s. These figures compare favourably with the England averages of 7.1% and 5.2% respectively.

Truro College is the first college in the UK to be awarded "Designated Outstanding" status by Ofsted: it was awarded 'Grade 1, Outstanding' for every key inspection category, including 'Achievements and Standards' and 'Leadership and Management'. It is the first further education or tertiary college nationally to be recognised in this way.

North Devon College in Barnstaple has been classed as "outstanding" following an inspection by Ofsted. It was found to be outstanding (Grade 1) in all 5 areas in which it was assessed – student achievements, quality of provision, leadership and management, capacity to improve and overall effectiveness.

Level 2 @19 target - Devon and Cornwall have moved from 69% in 2003/04 to 74% in 2005/06.

Dorset and Somerset

As part of Agenda for Change the LSC Dorset and Somerset offices have merged, greatly improving our capacity to take forward the new intentions of the LSC as we respond to the Leitch Review and continue the Agenda for Change. We will be delivering a fresh approach in 2007 and we feel confident about both our corporate mission and our personal contribution.

The area has been described as a "local economy with high employment levels and relatively low incomes" and an increasingly ageing workforce.

The medium term challenge is to replace the skills of those retiring from the workforce, to maintain a strong, competitive economy.

Introduction by
Area Director
Trish Taylor



Our Local Priorities

- Supporting and encouraging Train to Gain by working closely with our providers and in liaison with brokers to ensure employer needs are addressed
- Encouraging our providers to help develop the Framework for Excellence so they have confidence in its function as the main tool for self-assessment
- We will get heavily involved in 14-19 development taking a leading strategic role in ensuring local quality and choice in the first new Specialist Diplomas
- We will not underestimate the importance of Local Area Agreements as planning and delivery tools in local settings.

Our Recent Successes

Dorset is the best in the country for Workbased Learning 16-18 Framework completions and during the last year the local Area Teams have made significant improvement in our Further Education successes rates. New centres providing quality training have been developed including the Skills Centre in North Dorset, Marine Training Centre in Hamworthy, a state of the art centre for Engineering & Motor Vehicle in Boscombe and the new Construction Academy at the Fulcrum Centre, Tower Park, and the Hotel School.

Major development opportunities in Somerset include the "Project Taunton" development of the town as a sub-regional centre and the regeneration of the Morlands site at Glastonbury.

Somerset currently has seven Centres of Vocational Excellence (CoVEs) as well as the Genesis Centre for Sustainable Development at Somerset College of Arts and Technology, part funded by the LSC and by the Regional Development Authority. Each of the Somerset Colleges has benefited from major capital developments which have contributed to high and growing levels of participation at 16.

Work is underway to implement a substantial "Building Schools for the Future" project in Bridgwater.

Recent accolades include Bridgwater College, recently identified as "Outstanding" by OfSTED and Foxes Academy at Minehead, a specialist college for learners with learning difficulties and disabilities who on inspection gained Grade 1 across the board.



Gloucestershire and Wiltshire



**Introduction by
Area Director
Marinos
Paphitis**

Following the recent LSC restructure we continue to work towards integrating the teams for Gloucestershire and Wiltshire in order to provide an excellent service for both counties. We will continue to have offices in both areas, bringing the benefit of local knowledge and the opportunity to combine best practice.

Our Local Priorities

- We are committed to raising the levels of participation and achievement across all groups.
- The number of NEETs has increased and we are working with the Connexions service to implement a strategy to reduce the current numbers.
- Teams are continuing to work on increasing participation in Train to Gain which has been disappointing.
- Working with local employers and colleges to ensure that the FE sector can respond effectively to employer demand.
- Continually raising standards and improving quality

Our Recent Successes

Cirencester College was recently awarded Grade 1 at Inspection.

We have had strong performance in both Further Education and work-based learning with success rates improving overall. Further Education success rates in Gloucestershire increased from 77% in 2004/5 to 79% in 2005/6. Wiltshire and Swindon remain steady at 72%.

The first phase of redevelopment of Swindon College was formally opened by the Duchess of Cornwall in November 2006. The new £17m campus buildings provide the college with industry-standard facilities in art & design, hairdressing, computing, music and general trades including plumbing. In all they add 10,500m² of purpose-built learning facilities and workshops to the existing site and confirm the College's position as the leading provider of vocational, work-based education in the area. The College is planning further capital development.

LSC Gloucestershire and Wiltshire are improving accommodation in the FE sector by providing good quality environments for teaching and learning. New capital builds have now opened at National Star College, Stroud College and Gloucester Docks.

There has been growth and investment of sixth forms in Gloucestershire and Wiltshire resulting in agreement to a new sixth form centre at Abbeyfield School in Chippenham, Wootton Bassett School and Sheldon School.

The Swindon Partnership is undertaking effective collaborative activity to widen participation post-16 and make transition at the end of key stage 4 more effective. The 'Widening Participation' project is active in all schools and provides targeted support for young people who have no planned post-16 destination. Overall results are very positive and a new phase of the initiative, the 'Bridging' project, is currently running to ensure the young people's interest in learning is maintained after they have left compulsory education. The project is supported by the FE colleges, Connexions, Youth Service and the 14-19 development team.

LSC Gloucestershire and Wiltshire are continuing to develop strategies to ensure that looked after children have as seamless as possible transition into post-16 education and training. Currently many do not continue post-16 and those that do not always have the right levels of support available. This will require a joined up approach from the LSC, Connexions the Local Authority and providers.

The West of England is distinctive and this is reflected as an area of two halves: urban Bristol surrounded by three semi-rural local authorities and the Bristol Channel. The City encompasses extremes of wealth and deprivation; which comprises a high number of professionals coupled with pockets of young people not in Education, Employment or Training (NEET). The landscape of the West of England presents the LSC with many challenges as many young people travel to the other local authority areas for secondary education as well as to the Independent sector; we have 11 Independent Secondary Schools in Bristol. Not enough young people take up Apprenticeships or other vocational opportunities although this trend is changing with apprenticeships-on-line and with the introduction of a broader curriculum in schools. In addition, there are no specialist colleges for learners with learning difficulties or disabilities.

Introduction by
Area Director
John Temple



Our Local Priorities

- Reduce the number of NEET young people and get them onto suitable programmes
- Target deprived communities so more adults gain level 2 qualifications
- Work with employers, particularly to increase Train to Gain take-up
- Increase participation and achievement of 16-18 year olds, particularly in Bristol
- Create a new strategy for learners with learning difficulties and/or disabilities;
- Work with 14-19 partnerships to implement Reforms: broaden the curriculum and improve learner entitlement, access and support.

Our Recent Successes

Ambition 2007 – a major opportunities fair for young people to learn about careers and vocations which was attended by over 800 young people and their parents

Developing a new skills centre in South Bristol, an area of deprivation

Apprenticeships-on-line launched, attracting new learners and employers to the Apprenticeship scheme

The West of England team are currently working closely with the Dyson School of Design Innovation to create a national skills centre in Bath

Exceeded our 2005/06 target of Apprenticeship framework completions. The number of school leavers joining the Apprenticeship programme in the West of England increased by 25.6% in 2005/06 compared with the previous year

Increasing 16-18 year old participation in further education with a 68% success rate for 16 to 18 year olds FE starts in 2005/2006

Weston College recently achieved a grade 2 in construction

Developing the Aspergers Centre at Norton Radstock College

West at Work is now up and running – a major project with the RDA and other partners to recruit and train local people into employment on key development sites.



Regional communications and marketing

We hope that you have enjoyed the first edition of the magazine and we look forward to continually developing it to ensure that each issue represents the hard work and success stories that are happening across the region.

The LSC Regional Communications and Marketing team works across the South West and we thought we would take this opportunity to introduce ourselves.

Communications Manager:

Emma Parker
emma.parker@lsc.gov.uk

Marketing Manager:

Zoë Gray
(Maternity Leave)

Press Officer:

Rachel Whitelock
rachel.whitelock@lsc.gov.uk

Communications Adviser:

Louise Allen
louise.allen@lsc.gov.uk

Communications Adviser:

Catherine Fischer
catherine.fischer@lsc.gov.uk

Marketing Adviser:

Nadine Lee
nadine.lee@lsc.gov.uk

The Communications and Marketing team are responsible for delivering a coordinated communications and marketing strategy for LSC initiatives in the South West region.

We are keen to support our partners to produce news releases and to work together on marketing and communications activities. On joint projects, please contact us and we will arrange for quotes and necessary approval before you issue a news release.

It is important that you contact us as soon as possible if you receive a media enquiry regarding an LSC related matter. We can then either prepare a joint statement or agree on key messages and a plan of action.

We also produce a number of marketing materials available to support initiatives, including materials for:

- Apprenticeships
- Adult Learning Grant
- EMA
- Equality and Diversity
- Train to Gain

If you would like any materials to support your work or have any queries regarding marketing of LSC initiatives please contact a member of the team on 0117 372 6511 or nadine.lee@lsc.gov.uk.

You can also find this document on our website:

www.lsc.gov.uk/southwest

If you would like to be included in the mailing list for future editions of the magazine please email contact details to nadine.lee@lsc.gov.uk

LSC Help Desk 0845 019 4170

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