

Learner support



At HALS we offer you the support to help you get the best out of your course and to plan what you want to do after your course.

Information, Advice and Guidance Services for Adults (aged 20 or over)

Our Employment and Learning Advisers (ELAs) provide careers information and advice on learning and work.

This service is available to:

- All learners on a course at HALS

As a nextstep partner we also see:

- Adults aged 20 or over living in the local area

Further information about nextstep is available at www.nextstepslondonnorth.org.uk.

To talk to our Employment and Learning Advisers you can use a Drop-In service available at HALS Wood Green Central Library on Tuesdays and Thursdays from 1pm to 4pm. Pre-booked appointments are also available.

For more information call 020 8489 2500.

Workshops planned for autumn 2008/2009:

- Where to find that job
- Successful CVs
- Winning job applications
- Preparing for Interviews

We are accredited

by **Matrix**, the

national quality

standard for

information, advice, and guidance services.



The current Matrix report states that HALS Information, Advice and Guidance Service “is committed to true partnership activities to improve employment and learning opportunities for disadvantaged adults.”

“I was 55 and self employed in retailing for 20 years before I ceased trading. I was not very confident about my employment and financial prospects. Things changed when I discovered HALS advisors who responded to my concerns about my future in a professional and methodical manner. The service I received made me go wow! And in fact the advice, CV and skills training has wow'd me into a new job” – **Hugh**

If you need a crèche

HALS offers childcare facilities at a number of venues during class times. All staff are appropriately qualified and CRB checked. It is expected that HALS will have to introduce crèche charges for certain courses at some venues during 2008-09. We will seek to make such charges as affordable as possible and a concessionary rate will apply where relevant.

If you are attending a Family Learning course or a course at a learning centre with a crèche, there are limited free crèche places available. Please ask at enrolment for further details. If you are on a work-based learning programme, funding will be available to help pay for a crèche place or a registered childminder.

White Hart Lane Crèche

HALS is offering Crèche services in collaboration with Woodside Children's Centre for learners at White Hart Lane Learning Centre for children aged over 2 and under 5. If you would like to book a place for your child ask for a crèche booking form. Please get confirmation of your crèche place before enrolling if you are unable to attend your course without the crèche place.

If you are on a Family Learning, Literacy or Numeracy course crèche places will be free. There will be charges for learners on other courses. Please ask when you enrol.

If you have a health problem or disability that might affect your learning

HALS welcomes applications from everybody. If you have a health problem or disability that might affect your learning, please let us know. We will try to meet your individual needs and do our best to provide you with any reasonable support you need to help you get the most out of your learning.

We would like to help you meet your needs as early as possible, so please let us know about them when you fill in your enrolment form. Your tutor will help you identify how the course contents, equipment and materials can be adapted. Tutors can also discuss any concessions that can be made when working towards a qualification (please let us know as soon as possible in case we need to contact the awarding body).

We will deal with anything you tell us with sensitivity and in strictest confidence and nothing will be passed on to others without your consent.

If we are unable to make suitable adjustments, we will do our best to put you in touch with another organisation that can.

If you would like a copy of this prospectus in large print or on disk please ask at reception. If you would like a copy on audio tape or in Braille please use the form at the back of the prospectus.



'Different Strokes' is a charity run by stroke survivors for stroke survivors.

Through active self-help and mutual support, Different Strokes aims to help younger stroke survivors optimise their recovery, take control of their lives and regain as much independence as possible.

Different Strokes is Haringey's Mayor official charity for 08/09. HALS is pleased to be working with Different Strokes to support the following group activities:

Chi Kung	Mondays 10:00-11:00 Wood Green Library Gallery
Exercise Class	Tuesdays 14:00-15:00 White Hart Lane Community Sports Centre
Massage & Health Improvement	Wednesdays 10:00-13:00 (£7.50 contribution) Wood Green Library Health Suite

Regular Guest Speakers and Workshop sessions are also available.

For more information please call Jon Murray, Coordinator of the group, Different Strokes North London Group, Tel: 020 8340 4359

At HALS we welcome your compliments, suggestions and complaints

We like to know what you think about the courses and services so that we can improve what we offer. You may want to suggest a course that you would like us to offer in the future. To find out what you think you may be asked to fill in survey forms or be contacted for feedback. However, if you wish to pay us a compliment, make a comment, suggestion or complaint, please ask for a form from one of our receptions.

When you have filled in the form you can give it to a member of staff, post it in one of our suggestions boxes or send it to: The Head of Service, HALS, 2nd Floor, Central Library, London N22 6XD (prepaid envelopes are available at reception).

This form does not replace the Haringey Council complaints procedure. If you wish to make a formal complaint, please ask for the leaflet 'What do I do? I want to complain, make a suggestion or compliment a council service.' This is available from council reception areas, libraries and HALS Centres.