

Age Concern

Tailor Made for Learners

Age Concern Training is the training division of Age Concern England. The West Midlands Centre, one of thirteen throughout the country, is based in Walsall and covers the whole of the Black Country.

The West Midlands Centre received their City & Guilds accreditation to deliver ITQ in October 2007 and have been busy delivering it both within Age Concern itself and externally with other organisations. Clients include reprographic and hydraulic companies, a voluntary organisation and another training provider, who are not themselves accredited to deliver ITQ.

Claudine Austin is Age Concern Training's Essential Skills and ICT Training Instructor. Her role is to go out with her laptop and ITQ calculator and discuss peoples' learning requirements using the ITQ standards and a clear understanding of their job roles. Claudine also delivers one-to-one training to each participant and is in the process of studying for her verification award (V1).



Within Age Concern itself, Claudine delivers ITQ to an administrator and a volunteer co-ordinator and is enthusiastic about the flexibility of the qualification and the way it can be moulded to participants' learning needs. For example:

MEETING LEARNERS NEEDS

The volunteer co-ordinator's job involves co-ordinating lots of volunteers for Age Concern Walsall. They collate volunteers' visit statistics and every set is completely different.

Prior to beginning the ITQ, this particular volunteer she was doing it all in a paper-based format which was very time consuming and laborious, so gaining the qualification will transform the way she does her job and make it a lot quicker and easier. She has chosen to do e-mail at level 1 because she has no need to compress and decompress files and spreadsheets, database, word processing and the internet at level 2. This volunteer can select the module appropriate for her and at the level she needs.



"I'm really impressed with the ITQ qualification because it gives so much flexibility. Learners can choose to do what they want and that benefits them far more than a prescriptive qualification. Each qualification is tailor-made for each individual"

> Claudine Austin: ICT Training Instructor

Age Concern Training has a wide variety of learners at different stages of their ITQ, with one awaiting an external verification visit prior to completing the qualification.