



Enhancing staff skills & knowledge

Benefits & Objectives

It is the North Forum's mission *"to work in partnership to increase the numbers of people from under-represented groups in the North of Scotland who progress on to post-compulsory education and to work together to reduce barriers to progression between all education sectors"*.

One way to achieve this is to ensure that when potential students seek information and advice about formal education, they are greeted in a welcoming and efficient way. Your initial contact must be a positive experience and they need to come away from the encounter with the impression that your organisation understands their needs, can help them accomplish their goals and provide an environment in which they can grow.

Although nowadays, most staff are aware of the importance of engaging with students to promote participation in higher and further education, they may not be clear on how to achieve this and how this would directly affect them or their roles, particularly when promoting adult education.

It needs to be clear that the role of the non-teaching staff is not just to provide information about courses, but more importantly to establish a relationship with students and prospective students to give them the confidence and interest to initiate and/or progress their academic career.

BENEFITS

There are a variety of benefits that North Forum members and other organisations will experience as a consequence of using this resource with their staff. The most visible one is to increase the community's understanding and acceptance of formal education, thus leading to an increased participation in post-compulsory education.

Advantages include:

- Build capacity within all North Forum members
- Increase participation in post-compulsory education
- Increase understanding of formal education within the community
- Dissemination of best practices between partners
- Allow staff to obtain information and advice all from one single site
- Eliminate the need to check various sources of information
- Offer continuity of advice to students
- Offer reliable advice to students
- Strengthen links between North Forum members
- Develop further collaborations with organisations outside the North Forum
- Tailored to each partner specific needs
- Used as a training tool and/or a source of information

OBJECTIVES

This training resource aims to support staff to:

- Be flexible, friendly and welcoming
- Offer appropriate advice for each age and expectations
- Talk through different options
- Build relationships with potential students
- Recognise and dealing with barriers to progression
- Ascertain the level of the potential student
- Respond to student's needs
- Raise student's aspirations and build their self-confidence
- Support students through enrolment, retention and progression
- Explain information in a simple and straightforward way
- Deal with a variety of students and situations



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WHAT THIS RESOURCE HAS TO OFFER

This resource allows you to build your own unique collection of ready-made activities and tailor your own training programme. These training resources are designed to support your organisation deliver effective learning via training sessions or self learning. Step-by-step instructions in how to use this website and invaluable tips are provided. Training activities are organised in various

sections (see Site Structure) and the respective handouts for each subject come either in Adobe Acrobat PDF or PowerPoint format so you can quickly download and print. Before downloading, you must ensure that you can open and read the documents. You can also participate in the forum to share best practices with the remaining North Forum members and other organisations.