

## Glasgow ESOL Forum Case studies

### 1. Refugee Jobseekers

Over the last year, we have had over 50 referrals from Job Centre Plus and Glasgow Regeneration Agency to our Workplace ESOL and ESOL for Employability project

We interviewed a number of refugee jobseekers who were assessed as Beginners/ESOL Literacies learners. Most of these learners were from Sudan and had not had the opportunity to attend school in their home countries. We were not able to accommodate these learners into our classes so we developed small group learning delivered by qualified volunteers. The groups run by 2 volunteers enabled learners to study 4hrs per week. At the end of November, we were contacted by Anniesland College who were starting a new Beginners class. We were able to fastrack these learners into the class, without the need for them to be reassessed by the College. This was a positive outcome for these learners who may have had to wait until the following academic year to access College learning. It was also a positive outcome for the Job Centre which will be able to interact better with these jobs seekers.

Our Volunteer Tutor Project supports community based ESOL through working alongside Glasgow Life in local libraries. The project also runs a number of classes at other venues, including Kingsway court, a housing scheme in Scotstoun, Glasgow. We run classes 4 afternoons per week at the Health and Well being Centre based on the ground floor of one of the blocks of flats. Anniesland College runs classes at the Centre twice a week. Our class is a feeder into this class and works mainly with ESOL Literacies learners. We were approached a few months ago by a young Iranian man who had recently received his leave to remain. He wanted to study English but had not been able to find a College or community class. We placed him into our classes at Kingsway Court where he started developing Literacies skills in English. After a few months, he was offered a place at Anniesland College which he is now attending 5 afternoons per week. It is highly likely that without the involvement of the ESOL Forum, that learner would not have found the English language support he needed.

### 2. EU migrants

We have a number of EU migrants referred to our ESOL for Employability classes from Job Centre Plus. As our classes are delivered in 12 week blocks, we have found that some learners attend class, then secure temporary work but can then return to class when their contract ends to continue improving their English. We have had two learners this year from Latvia who have attended with this pattern. We feel that offering this kind of flexibility enables EU migrants the opportunity to secure better paid work as their English improves and means they don't have to drop out of learning if they secure employment.

### 3. Workplace ESOL

During this year, we provided one to one support through our Volunteer Tutor Project to a Cameroonian nurse. The nurse was in danger of being demoted due to the difficulties she was having with understanding spoken instructions at work. We worked with the nurse to improve her confidence and listening skills and she is now performing to a better standard at work.

This year, we provided a Workplace ESOL class to a local clothing company which employs a high number of Polish workers. A number of staff had recently been promoted to supervisory positions and the management of the company wanted to be sure that these staff were able to perform their new duties to standard. We worked with the supervisors on improving their email writing skills, telephone English and ability to convey Health and Safety information. The class enabled the staff to learn and practice within the context of their specific jobs which made the learning relevant and purposeful.