



e-learning in the voluntary sector in Pembrokeshire

October 2004 - August 2005

E-learning is defined as "the use of electronic technology to support, enhance or deliver learning."

Definition: Welsh Assembly Government

This includes the use of videos, CD-ROMs, television programmes, computers on-line or off-line and even mobile phones as part of a formal course or just informal learning. Instead of sitting in a classroom you could learn at home, at work or in a library whenever you've got time and progressing at your own pace making learning more interesting, flexible and tailored to individual needs.

This publication is intended to share the information and case studies gathered from around Pembrokeshire as part a Wales-wide e-learning research project which was funded by ELWa (Education and Learning in Wales) and co-ordinated by the WCVA (Wales Council for Voluntary Action). You can see the full length report with extended case studies on the PAVS website at www.pavs.org.uk/E-learning.htm

Aims of the e-learning research project

- To explore e-learning in the voluntary sector and find out what's currently happening in Pembrokeshire
- To explore the benefits of e-learning as well as the drawbacks
- To raise awareness amongst voluntary groups of what e-learning can do for them

1. Several **innovative projects** exist which have built up expertise, experience and up-to-date equipment, for example some of the CREDU digilabs, the PAVS 123 communicate project and the Age Concern IT Resource desk.

But:

Short-term and limited **funding** often means that projects only run for a short time and in some cases they can't cope with the demand. Smaller groups often do not have the resources to buy and update **ICT** equipment and there is also a general lack of **dedicated technical support**, especially for smaller organisations.

2. Groups and organisations have built up **networks of people** in their particular communities, both geographical and communities of interest. Examples here are St John's Community Hall, Age Concern, The Prince's Trust as well as many others described in the case studies. These networks are a strong basis for projects developing learning.

But:

Community networks and venues with ICT equipment are **unevenly** spread across the county, making it very difficult for many people, especially in rural areas, to access community ICT facilities.

3. There is **good partnership working** between the different sectors in Pembrokeshire, for example in the CCET e-learning subgroup which produced the e-Learning Strategy for Pembrokeshire. Other examples are the Pembrokeshire County Council Education Portal and the City & Guilds online course 'Learning for living' which is supported by PAVS.

But:

There is a **limited understanding** of e-learning and many see it as technology-focused, boring and not enabling flexible working and communication.

One practical outcome:

PAVS venue database www.pavs.org.uk

To maximise the use of community and voluntary venues a venue database was developed and made available on-line via the PAVS website. The database contains contact details and information about venue facilities eg disabled access and ICT facilities.

Contact: Reception, PAVS, 36/38 High Street, Haverfordwest, Pembrokeshire, SA61 2DA, Tel 01437 769422

CREDU digilabs, Canllaw online

The CREDU project is a joint venture between Canllaw online and Fujitsu Services to provide a network of 82 digilabs all over Wales. A digilab consists of up-to-date computer equipment (computer work stations, laptops, pentabs, printers), a server, digital cameras, a data projector and interactive whiteboard, special needs equipment and a range of standard and specialist software, like video and music editing software. The digilabs are housed in centres that are engaged in youth work. The target group are young people aged between 16 and 25. The intention is that they use the technology for projects they are interested in and so acquire ICT skills.

There are eight digilabs in Pembrokeshire, based in:

- **The Hive, Haverfordwest**
- **Tanyard, Pembroke**
- **Point, Fishguard**
- **Manorbier Youth Hostel**
- **Neyland Youth Centre**
- **Hubberston and Hakin Community Centre**
- **Tenby Youth Centre**
- **Pembroke Dock Youth Centre**

Most of these youth centres are looking for more users of the digilabs, for example other community groups.

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Glossary

ICT	Information and Communication Technologies
CCET	Community Consortium for Education and Training
CLAIT	Computer Literacy and Information Technology
PAVS	Pembrokeshire Association of Voluntary Services

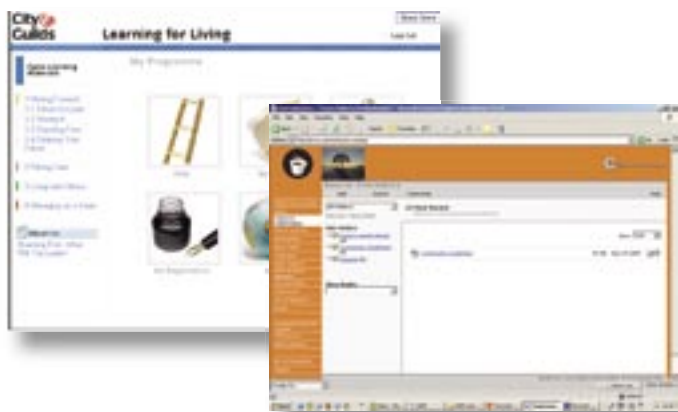


Case Studies

City & Guilds course 'Learning for Living'

PAVS is supporting the City and Guilds on-line "Learning for Living" course, which is aimed at unpaid carers and provides four modules covering a range of health and social care issues. Although the course is designed to be delivered entirely on-line, a "blended" learning approach has been adopted to provide enhanced learner support. Pembrokeshire College provides an on-line tutor and facilitates study sessions, and provides all assessment and accreditation services in its role as an approved City and Guilds Centre. The 123 communicate team within PAVS has worked with carers to develop an On-line Community as a 24-7 forum for student support. PAVS is also organising a network of "learning mentors" for future students. The pilot programme received national recognition recently, as winner of a Special Award at the 2005 Social Care Accolades for Wales.

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City & Guilds 'Learning for Living' website and the online community

PAVS 123 communicate programme

PAVS has been supporting and promoting the use of ICT by voluntary groups since the late 1990's and will be delivering the 123 communicate programme until 2006. The 123 communicate programme offers information and support at different levels, tailored to the needs and abilities of voluntary and community organisations allowing them to progress at their own rate. Two of the key themes of 123-communicate are 'giving a sense of purpose' for the use of ICT and using existing community based ICT facilities. Delivery is mainly through informal support workshops where groups and individuals can become involved in learning about the internet, web based communication (email and on-line communities) and website creation. The project also runs a continual programme of research matching new technologies to sector needs.

Contact: Catherine Palmer, PAVS, Tel 01437 769422, catherine.palmer@pavs.org.uk

Pembrokeshire CCET e-learning/ICT subgroup

The Pembrokeshire CCET e-learning/ICT subgroup has developed the e-Learning Strategy for Pembrokeshire. This is an example of partnership working between Pembrokeshire College, Pembrokeshire County Council covering adult learning and schools, training providers from the voluntary sector such as The Princes Trust and Age Concern, voluntary sector umbrella organisations like PAVS, as well as private training providers. The aim of the strategy is to create a Pembrokeshire e-learning network to improve and co-ordinate the provision of e-learning as well as high quality advice and guidance for all learners. Further aims are to support practitioners, share good practice and raise public awareness of e-learning in the county.

Contact: Catherine Palmer, PAVS, Tel 01437 769422, catherine.palmer@pavs.org.uk

Global Connections

Global Connections have installed an ICT suite in the summer 2005 which was opened in September. The ICT suite will be used to engage and enhance the delivery of educational workshops and training provided by the Global Connections team. Small youth groups can be brought in to use the Internet for individual research and information on topical issues or campaigns, which they may have in common with pupils in other countries. The ICT suite is also planned to be used as a Drop in Facility by community groups. Global Connections also use an online community, 'Community of Practice', which enables communication between young people working on different projects in various countries.

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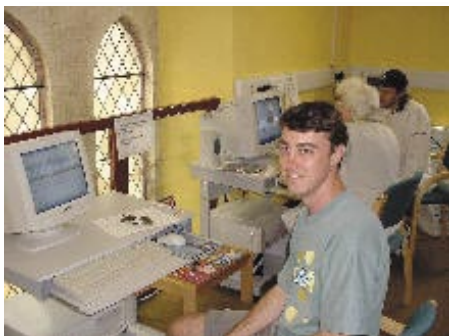
The Global Connections ICT suite being used by a community group

Case Studies

St John's Community Hall

St John's Community Hall is a very lively community venue serving one of the Communities First areas of Pembrokeshire. The hall has spacious facilities and runs a variety of regular meetings, luncheon clubs, social events as well as courses. The hall has its own ICT suite which is available for open access. In addition Pembrokeshire College community learning runs ICT classes there which have proved very popular. Starting with beginners classes many people wanted to continue learning and now a series of more advanced ICT courses like CLAIT are run. The community hall is looking to extend the use of its own ICT suite through offering courses, discussions are being held with Learndirect.

Contact: Vicki Parsons, St John's Community Hall, Church Street, Pembroke Dock, Wales, Telephone: 01646 681962 , stjohnscomhall@btconnect.com



St John's Community Hall ICT suite

Pembrokeshire FRAME

FRAME is a community re-use organisation. FRAME offers opportunities to individuals with or recovering from mental ill health, and/or with a learning difficulty and/or suffering from social exclusion to test their ability to work, to develop new work skills, to develop life skills by providing a real work environment and a good work ethic. FRAME offers a variety of ICT training in partnership with Pembrokeshire College. It can deliver the training on site, because many clients would lack the confidence to attend the college for classes.

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The Frame website, supported by the PAVS 123 communicate project

Age Concern Pembrokeshire – Age Resource I.T. Desks

The Age Resource I.T. Desks project aims to help people aged 50 plus to start using computers or enhance their existing skills. It involves 10 x 1 hour sessions on a one-to-one basis given by about 25-30 volunteers over ten weeks. The sessions are tailored to the needs of the individual and aimed at gaining basic computer skills. The project uses computers in five libraries around the county that are available to use free of charge. Volunteers are given support from the Resource Desk coordinator which includes subjects to cover, training materials and courses to recommend for further study.

Contact: Karen Butler, Age Resource Desk Coordinator, Age Concern Pembrokeshire, 2a Holloway, Haverfordwest SA61 2JL, Tel 01437 769972
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Resources

Learndirect offers a range of IT and business courses which come with tutorial support. You can choose to do the courses at learndirect centres. Alternatively once you have registered you can complete the course at home or from your workplace.

www.learndirect.co.uk

PAVS is now a LearnDirect Link Centre and offers advice, enrolment and support for LearnDirect courses of interest to the voluntary sector, some of which are free

www.pavs.org.uk

The **BBC Learning** website offers lots of free resources and courses as well as a course finder

www.bbc.co.uk/learning

Wales Digital College

A range of free courses which can either be studied in Welsh or in English. Language courses, computer courses and more

www.learn.cd

The **e-college Wales** offers a range of business courses, free to residents of Objective One funding areas. They have an interactive introduction to e-learning on their website, so see what it is like.

www.e-collegewales.co.uk

The **University of the Third Age** online courses cover subjects like writing, art history, digital photography or botany

www.u3a.org.uk

e-learning information on the **PAVS** website

www.pavs.org.uk/E-learning.htm