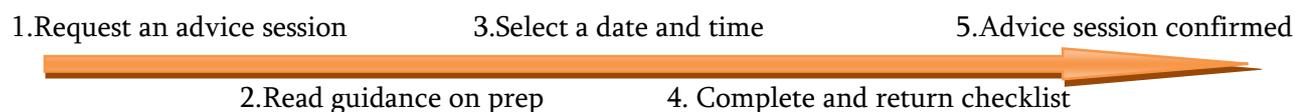


Hackney ESOL Advice Service: On-site ESOL Advice Guidance on preparation

Thank you for expressing an interest in hosting an on-site ESOL Advice Session. The following information aims to outline the hosting organisation’s responsibilities in preparing for the session, answer some of the questions you may have regarding the session and help you decide whether an on-site advice session is appropriate for the group of learners you have identified.

Timeline of events



You will be asked to complete the following checklist, before the chosen date is confirmed.

Advice Session Checklist	Please confirm (click reply to edit)
Please refer to On-site Advice Guidelines before completing the checklist below	
Venue (please provide full address)	
Contact person	
Contact number	
Date of Assessment	
Time of Assessment	
No. of learners expected *	
Room for advice (must be suitable for confidential conversations to take place)	
Please confirm that tables and chairs are adult sized	
Please confirm areas being used have been found to comply with national health and safety regulations*	
Waiting area (separate from room for advice)	
Crèche	
Tickets (1-8 ONLY*) production	
Ticket allocation	
Access to photocopier	
Access to computer	
Visitor Wifi Access (username/password)	
Refreshments	
Publicity (please advertise sessions for the first hour only, e.g. 9.30-10.30am or 1-2pm)	
Room set-up	
Access fobs/codes	
Notes (special requirements, etc.)	
Learning Trust Advisor allocated to session:	
Advisor's contact number:	
* It is only possible to see 6-8 learners in a 2 hours session. The session can be extended, with prior agreement-please ask for more information.	
* We will not be able to proceed with on-site advice if the area being used is considered a risk to learners and/or advisors	

Hackney ESOL Advice Service: On-site ESOL Advice

Publicity

Prior to the on-site ESOL Advice session, to ensure a successful turnout, we request that suitable publicity is distributed for the attention of potential learners. We are happy to organise additional on-site advice sessions, where the first session attracts **at least 8 learners**. Due to limited resources, where there are fewer than 6 attendees, we may ask that subsequent learners are sign-posted to a regular advice drop in instead.

Welcome/ticket allocation

Potential learners are asked to report to the school/organisation's reception when first arriving for ESOL advice. Where learners are not given appointments, but asked to come along at a certain time, learners are usually given **numbered tickets**, so that they can be seen in a fair and orderly manner. The production and distribution of tickets is usually administered by the reception staff at the venue of advice. Please feel free to use any ordering system which suits.

Support staff

For health and safety reasons and for a smoothly operating session, we ask that a **specific person is nominated** to co-ordinate the advice session on behalf of the school/ organisation prior to and **on the day** of the ESOL advice session. This will usually be the person the advisor has arranged the date with. We will ensure the named contact is informed of the name and contact details of the advisor prior to the on-site advice date.

Translator/ interpreters

There is no requirement for translators or interpreters to be present during the advice session. We do however, appreciate that some learners need extra support and welcome support staff who speak community languages to help at the **final stage** of the advice session. At this stage, the advisor will offer the learner the options available to them. Prior to this stage, first-language support staff are asked to allow learners the opportunity to show the advisor their skills unsupported, but waiting until the final stage in the waiting area.

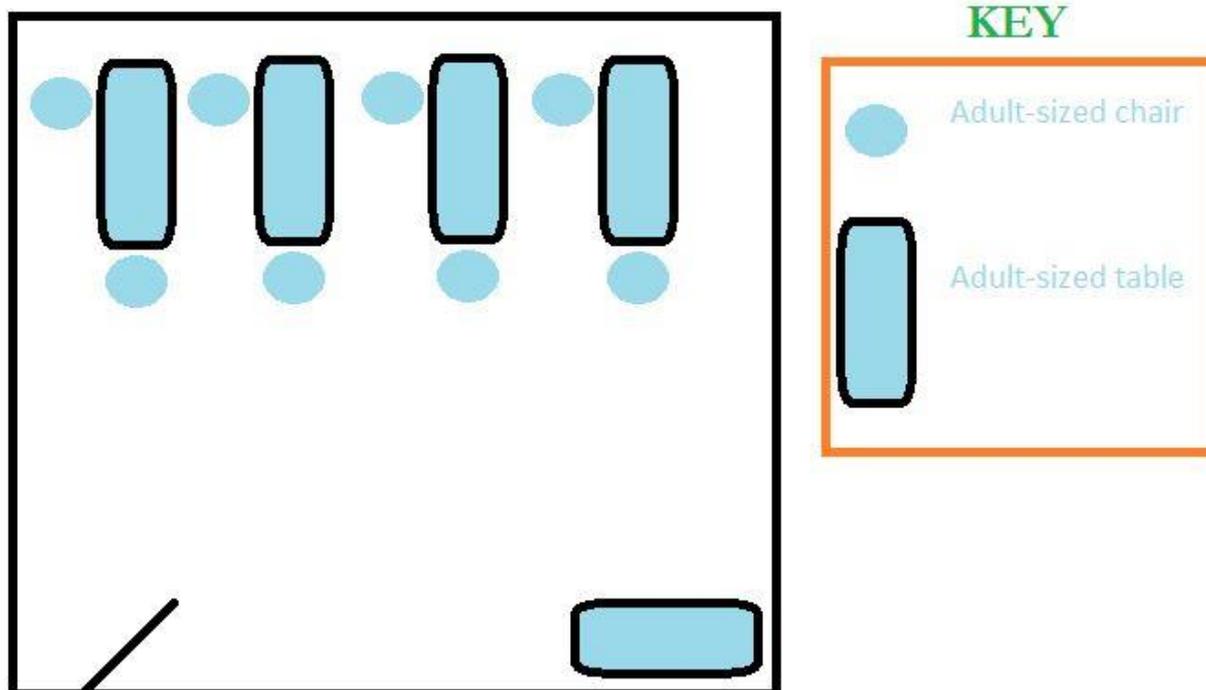
Room layout

An ESOL Advice session involves assessing a learners speaking, listening, reading and writing skills by a qualified ESOL practitioner. The learner is asked a number of questions, some of which are sensitive. For confidentiality reasons, we ask that the advice and assessment session is carried out in a suitable setting, where learners can share sensitive information without the risk of being overheard. Ideally, two rooms allow for this; one for learners to carry out reading and writing tasks prior to interview, and a second, smaller one, in which 1:1 interviews can take place. Where space is limited, the layout of the room should be as below, to keep as much

Hackney ESOL Advice Service: On-site ESOL Advice

distance between the learners completing reading/writing tasks and the single learner being assessed for speaking and listening as possible.

Onsite ESOL ADVICE: Suggested room layout.



If you require further clarification, please email esol@learningtrust.co.uk

Waiting area

In addition, a suitable waiting area, outside of the room in which learners are being assessed, is necessary for learners who are waiting to be seen. If no such space is available, learners may be asked to come along at specific times. Learners will not be able to wait in the room where advice is taking place for confidentiality reasons.

For the safety of our learners, we will be unable to carrying out advice if the room for advice or access to it does not comply with Health and Safety legislation. If you have a group of learners in need of ESOL, but do not have a suitable venue to host the advice session, please contact us and we will explore alternative options.

Hackney ESOL Advice Service: On-site ESOL Advice

Refreshments

As some learners will wait a significant amount of time to be seen, refreshments are often provided by the school/organisation.

Resources

Access to a photocopier is necessary, so that learners can take away a copy of their assessment form if immediately placed in a class. This is particularly important if they are being sent to a partner organisation's provision. If it is not possible to provide a photocopier, please kindly note this on the on-site checklist, so that we can make alternative arrangements.

Follow up/ outcomes

The ESOL Advice Service is able to provide information on the outcomes of learners seen during on-site advice sessions. Requests should be sent to esol@learningtrust.co.uk. Please note, requests may take up to twenty working days to process, as the information first needs to be logged.

Hosting an ESOL class

Organisations with a significant number of people with English language needs may be interested in hosting an ESOL course on site. The possibility of running a class at a particular venue depends on a number of variables, including whether there is a demand at a specific ESOL level. If your organisation is interested in hosting an ESOL class following onsite advice, please contact the ESOL Advice Manager on: esol@learningtrust.co.uk.

If you have any further questions or queries, please contact: esol@learningtrust.co.uk

Thank you.

HACKNEY ESOL ADVICE SERVICE [EAS].