

Learner Support and Engagement Service

City ^{of}Dublin



- ALSO IN THIS ISSUE:
- International Traveller and Roma Day
- Crumlin Writes
- Share Your Words Winners and Contributors
- Ballymun Youthreach Mentoring Programme

And much, much, more!!



LEARNER SUPPORT AND ENGAGEMENT SERVICE

Volume 2, Issue 1

March-April 2024

Welcome to our seventh newsletter!

While we have had much positive feedback on the newsletter to date, we are not deaf to those of our readers who have complained about its length. In a few cases, it's even been to bulky for your mail boxes.

We were fully intent on producing a slimmed-down issue this time, but unfortunately a combination of the Easter holidays and ill health on my part has meant that we are covering a much longer period than originally planned. So, I'm afraid, it is once more quite a voluminous offering. We can only promise to do better and point out that you don't absolutely have to read everything in one go, even if it is a page-scroller!

In this issue our main focus is the Learner Voice Conference, our flagship event for the academic year 2023-24. The level of participation and engagement shows beyond doubt that there is a genuine appetite among learners to speak up and be heard. It is very gratifying to note that even in the few short weeks since our event, a number of learners have gone on to speak at AONTAS's "Funding Education" the Future: The Cost of conference.



To mark International Traveller and Roma Day (8 April), we have two articles. Cathleen McDonagh Clark of Exchange House Ireland National Traveller Service writes about the education and training they provide in collaboration with the City of Dublin ETB, while Catherine Twomey, Adult Literacy Organiser D10, writes about the Labre Park Women's Group's book The Traveller Way: Traditional Traveller Remedies and Healing Practices.

Whether your interest is literary (Crumlin Writes), culinary (the Library restaurant review), sporting (Runamuck) environmental (Ballyfermot Climate Event) or financial (Ballymun Youthreach's boardroom pitch), we have something for you!

We plan one more issue before the summer holidays, when in anticipation of Gay Pride Month, we will be focussing on sexual and gender identity. If you would like to contribute or know anybody who would, I'd love to hear from them over the next few weeks.

Enjoy the issue.

John (john.poole@cdetb.ie or learnersupports@cdetb.ie)



LEARNER SUPPORT AND ENGAGEMENT SERVICE

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NEWS IN BRIEF

State of Our Young Nation

On Tuesday 16 April, Mary was among the guests in the Alex Hotel for the launch of the Youth Council of Ireland (NCYI) / IPSOS B&A Research report **State of our young nation: A report into the lives of Irish 18-29-year-olds**

Mary writes:

Following the warm welcome by Mary Cunningham, CEO NCYI, Niall Brennan of research and marketing agency IPSOS B&A presented the research findings, combining detailed qualitative insights with quantitative data to illustrate the research. Presenters also included Barra Roantree, Ann-Marie O'Reilly (Threshold), Jill Pitcher Farrell, and Alison McGearty, who each spoke to the findings.



Undoubtedly, this national research report has real value for our work in the LSES. Given the high proportion of our learners who fall within this age bracket, its findings are worth reflecting on and merit consideration. They have the potential to inform our evolving services, learner surveys, and consultations, as well as the development of inclusive, flexible, respectful, and accessible FET learner programmes, services and supports.

Unsurprisingly pressing hardships such as housing and the cost of living crisis were cited as particularly concerning issues, mirroring the findings of own 2023-24 learner survey. Inevitably, City of Dublin ETB FET Services are also grappling with related themes and priorities such as supporting positive mental health, promoting equity and access to supports that help learners to engage and to fulfil their potential through education and training opportunities.

State of Our Young Nation - Report

Sock it to 'em

Learners from the Personal Development Programme whom we met in the last issue, were among the guests at the launch of Crumlin Writes. Coinciding with World Down Syndrome Day, they were delighted to show off their funky socks to mark the ocassion.



NEWS IN BRIEF

Dishing it up with the best!

Congratulations to Crumlin College culinary arts students Ana-Livia Teixera and Maicon Lima for being highly commended in the Franco Irish Network for Culinary Arts (FIACHT) competition **Cook and Serve** which took place in Munster Technological University (MTU) in Cork in March.

You can read Sneha's review of the The Library restaurant in Crumlin College on pages 25-27





Sneha attended the conference, **Panorama: Widening the Lens for Systemic Inclusion in Tertiary Education** held by AHEAD Ireland on 20 and 21 March,

Besides the successful launch of the UD Charter, **ALTITUDE**, the conference was packed with outstanding presentations and talks. With so much on offer, it was difficult to select any for special mention but here, Sneha chooses a few that especially resonated with her.

- Students with disabilities and their experience with online education,
- Advancing UDL internationally together
- LaunchPAD
- Exploring Generative AI Together How can AI contribute to student support?

The recordings of the lightning sessions and keynote sessions from the conference can be accessed through the following links. <u>Please note</u> that the links are currently password protected but will be available for everyone to access from <u>26 April.</u>

<u>Day 1 Link</u> <u>Day 2 Link</u>

NEWS IN BRIEF

Rethinking assessment: inclusive assessment & standards in a dynamic and changing world

Sneha also attended **Rethinking assessment: inclusive assessment and standards in a dynamic and changing world** conference, held by QQI, AHEAD Ireland and DAWN on 17 April,

Sneha writes:

It was fantastic and getting to hear from all the speakers was an enlightening and thought provoking experience.

Here are four stand out talks from an excellent program:

- Unlocking potential: Power of Inclusive Learning
- Learnable and Barrier Free: Starting Point for Re-thinking Assessments
- Assessment for Inclusion: What Does Collaborative Effort Look Like and How Can We All Head in the Same Direction
- UCD Assessment for Inclusion Framework: Principles and Practice

The recordings of the lightning sessions and keynote sessions from the conference can be accessed through the following link: <u>Presentations and Keynotes (QQI, AHEAD, DAW/N)</u>

Dates for your May diary

Coming up in May, we have World Press Freedom Day (3 May), International Day Against Homophobia, Transphobia and Biphobia (17 May), UN World Day of Cultural Diversity for Dialogue and Development (21 May) and Africa Day (25 May).

If your centre or college plans to mark these dates in any way, we would love to hear about it!









gus Cáilíochtaí Éireann

Quality and Qualifications Ireland .



John Poole

12 March 2024 was probably the biggest day in the work of the Learner Support and Engagement Service to date. 60 learners from across City of Dublin FET College gathered in Ballyfermot College of Further Education's Anna Brett Hall for the first Learner Voice conference in the history of the City of Dublin ETB.

With the exception (for obvious reasons) of Prison Education, there were learners from all spheres: Youthreach, training centres, adult education and

colleges of further education who came together to address the key findings of the FET Learner Survey 2023 -24, explore what Learner Voice means in FET and examine Learner Leadership in our colleges and centres. There were also two tables of staff, but on this occasion, they were the ones at the back of the room, there to listen and learn, rather than talk and teach.

Following Lorraine's words of welcome, City of Dublin ETB CEO Christy Duffy formally opened the conference. He told the assembled learners how happy he was to be attending City of Dublin ETB FET's first learner voice conference. Reiterating, what has been his mantra since becoming CEO – One Service with the Learner Journey at the Centre – Christy emphasised how key this kind of event was to realising this goal of learner-centredness. He said the age when teachers decided and learners could like it or lump it was gone forever; the educational landscape had change completely over the past decade, accelerated by the COVID pandemic. He cautioned that the changes envisaged would not happen overnight or necessarily be easy but providing learner voice platforms such as this conference was an important step for which he thanked Lorraine and the team.

Christy's address was followed by a whistle wind presentation by Sneha on the Learner Survey 2023-24. After a succinct explanation of the methodology used in the survey, Sneha highlighted the key findings both positive and negative of which you can read a summary on pages **8-9**.

The presentation was followed by the first roundtable discussion of the morning. In groups of five or six, learners debated the key findings exploring how they corresponded to their own personal experience of FET. Given that each table had representatives from across all spheres there was (unsurprisingly) a wide diversity of views which Mary has collated and synopsised on pages **10-11**.

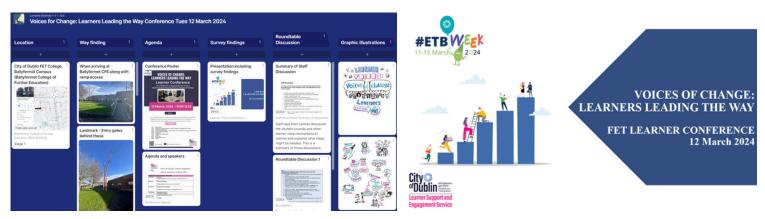
The roundtable discussion was followed by a panel discussion when three learners joined LSES intern, Emma Nangle on stage for an animated debate on Learner Voice. Throwing the discussion open the floor, Emma handled the lively audience effortlessly. You can read her account of her first experience as a moderator on pages **12-13**. (Claire Byrne beware!!)

The coffee break was followed by four learner leadership Lightning Talks given by Jude Balmer Rathmines College Student Council, Liam Graca Crumlin Youthreach, Maria Mann President of Ballyfermot College's Students' Union and Lorraine whose overview of the talks you can read on page 14.

These talks were followed by a second round table discussion addressing the issues raised and which Mary has again summarised.

The morning's proceedings were visually documented by photographer Peter Houlihan and graphic harvester Phillip Barrett. The LSES is very grateful to them and everybody else who contributed to making the conference the resounding success it was with a special thanks Principal, Cecilia Munroe and her terrific team in BCFE.

Lorraine has put together a padlet presentation documenting the day including Peter's photographs and Philip's illustrations. <u>Click here</u>



What you can expect from the Padlet

The Master Presentation with all the slides from the day.



Brendan Shannon proposed promoting AES courses through Parish Newsletters.



Liam Graca said Youthreach deserved a more positive public image.



Phillip Barrett captured the day more accurately than any boardroom secretary.



Sneha Sarcar

FET Learner Survey 2023-2024

The Anna Brett Hall was already pulsating with energy when I took the stage to present the findings of the Annual FET Learner Survey 2023-2024. My objective was to give the learners as full an understanding of the findings as possible in a manner that would stimulate engaged discussion and reflection.

I began by walking our learners through the survey process, its design, development, and implementation. Before diving deep into the results, I was delighted to be able to tell them that there had been a 30% increase in responses from the year before. I then drew attention to the wide range of age groups revealed by the survey, which I knew would surprise many who were accustomed to seeing only their own peers in classrooms and corridors.

Looking through a linguistic and ethnic lens, caused further surprise when I reported that the survey showed learners across the spheres spoke no fewer than 98 languages. Almost 41% of our learners came from ethnically diverse backgrounds dramatically underscoring just how diverse our learners' backgrounds are.

temne

The survey had asked learners to tell us what they thought we were doing well and what they thought we should improve on.

Regarding what we are doing well, some of the most popular themes were:

- We should keep doing what we are doing.
- Praise for teachers.
- Learning environment
- Praise for the supports provided to learners.

Around the topic of what we can do better, we discovered that learners wished for:

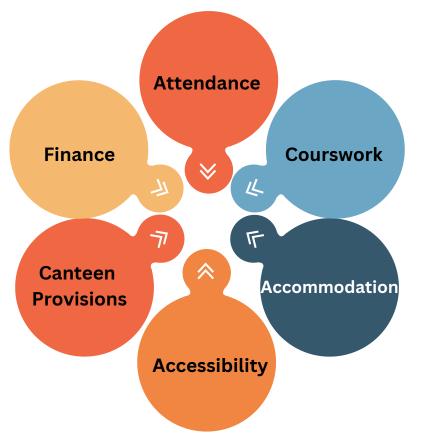
- More social events for interaction and engagement
- Upgraded facilities.
- Additional supports (IT/Tech, Financial, Accommodation, Disability etc.)
- Detailed communication and more information

andaluxembourgishparsi bisayan tswana bangwa croatianchadic , korean bangwa malayalammooré tagalog bambara berber mongolianserbian armenian mande ibibio chinesek'ichepersianlatvian bulgarianmalay igbondebele afrikaans germanportuguese lithuanian klan urdu zuluspanish arabic russian ewepashtoenglish cant roma ewepashtoenglish irish tigrinya somali xhosa bantu polish farsi swahili lingalakurdishedogammon daribelgian tamildutch albanian japanese yoruba siswati welsh estonian egyptian filipino cantonese shona bengali italian norwedgian idoma amharic uzbekgreek setswana hungariankazakh nanian sinhala mandarin vietnamese bosnian nepali

I illustrated both the positive and less positive themes with a selection of direct quotes from the learners.

While each service sphere had its own set of questions, learners across the organisation were asked to identify the top three concerns they faced during their educational journey.

From the options provided, <u>17.35%</u> chose finances, <u>16%</u> chose mental health/wellbing and <u>15.3%</u> chose managing coursework. While each of these concerns had its own implications, it was Mental Health and Wellbeing that was the most revealing. It confirmed that these concerns were all interdependent: one could not improve without the other, and conversely, one could exacerbate another.



The survey showed that friends were the first port of call when learners felt overwhelmed, stressed, or depressed, followed by parents and then by spouses/partners.

I then shared with learners the emerging themes across the scheme, which had been identified from the analysis of the data. This would form the basis for the subsequent roundtable facilitated discussions when the facilitators would ask learners to reach a consensus on what they thought was the top priority that required immediate action.

Before wrapping up my presentation, I couldn't help but cheekily slip in the statistic that almost 1% of learners hoped there would be more surveys which caused quite a few laughs and giggles. Here's hoping that 1% sees a slight increase in the next year too!

(Editor's note: In fact, many learners expressed surprise that only 1% wanted more surveys, since their experience of doing the survey was overwhelmingly positive.)



Mary Stokes

The Roundtable Facilitated Discussions

In order to generate the most valuable and meaningful feedback, the 10 learner tables at the conference were organised so that each one had representatives of the four spheres: colleges of FE, Training Centres, Youthreach, and Adult Education – with no more than one person from any one centre or college per table.

Each table was "facilitated" by a staff member. To ensure that learners didn't feel in any way inhibited, the facilitators were drawn from supports and services, rather than staff from centres with direct engagement with the learners. (A big thank you to Carrie, Maire, Stephen, Michael, Blake, Orla and the two Annas for doing such a sterling job)

The first roundtable focussed on the survey findings.

Asked what stood out from Sneha's presentation, there was widespread surprise at the linguistic diversity across FET. Arising from this, there were requests for more language support classes and allowances for learners having to produce assignments in a second or third language.

More generally, many tables mentioned problems of scheduling assignments and homework and the need to recognise that many learners work or are caregivers in the home.

Learners identified readily with the survey's findings regarding financial difficulties: cost of living in general- transport, accommodation, and food and then, more specifically, value for money in centre canteens.

Regarding IT, there were concerns both about the equipment available and the currency of some of the IT programmes or modules on offer. Some questioned if they were keeping pace with a rapidly evolving domain.

Signposting for support services was another area that came up as needing improvement. Visibility of supports came up several times – on site and across the service, especially regarding Mental Health supports, (Career) Guidance and financial/ progression information.



Comments on the building infrastructure ranged from "state of the art" to "not fit for purpose" but there was also a notable level of realism as to how quickly the problems could be addressed given financial constraints. More immediately actionable might be the calls for a review of the opening times of centres which many wanted extended.

Asked if the survey findings reflected their own experience (both positive and negative), the answer was a resounding yes. There was high praise for the commitment and compassion shown by staff. The reduction in fees was widely welcomed but there were also complaints about confusion regarding existing and/ or emerging funding entitlements, and SUSI grants.

Finally, many voiced disappointment at the lack of social/ sports/ recreational/ cultural activities and there were also disquieting mentions of bullying and intimidation.

The second roundtable discussion focussed on learner voice, and student councils and student reps.

Everybody agreed that there was a great value in having a student council while acknowledging that these needed to be adapted according to the size and profile of the college or centre.

There was general admiration of how many clubs Ballyfermot College had managed to get up and running and a feeling that this should be an inspiration to other colleges and centres. On the other hand, there was also the recognition that as a large college, Ballyfermot had advantages that smaller colleges and centres did not have. This prompted some to suggest that there could be opportunities for colleges and centres to organise events collaboratively, especially when they were located in close proximity to each other.

Another problems identified across many tables was the lack of continuity. Since many learners were only in a college for a year or even less, it was a challenge to ensure that the culture of representation created in one year got passed on to the next. There was a general feeling that staff could play a role in ensuring that the learning of one year got passed on to the next. At the same time, there was a consensus that the councils had to have a strong degree of independence.

Effective communication emerged as an important issue. The use of QR codes and traditional suggestion boxes, social media and polls were all mentioned as ways of making councils better informed about the issues affecting learners, with an emphasis on trying to reach the "silent" cohorts – learners who for whatever reason were less likely to speak up and make their concerns heard.

There was also a need to improve response times when issues are raised. Some centres are considered to be 'too slow' to respond to concerns, making these communications from learner/students seem redundant.

At the end of both roundtable discussions, the facilitators gave quick feedback to the whole room. A few participants said after that they felt the learners should have done this, which we will take on board for the next conference.



Emma Nangle

Learner Voices: Panel Discussion

Initially we had thought to invite one of the City of Dublin FET College's eminence gris to moderate the Learner Voices panel discussion, until it dawned on us that it would be much more consistent to have a learner do it (Duh!). Once we'd made this startling realization, we didn't have far to look for a suitable candidate – our very own intern Emma Nangle.

Emma had been working closely with Sneha on the Learner Survey and with Garreth on the Student Council project as well as contributing to our newsletter. Who better to host a panel discussion on Learner Voice? Here Emma reflects on the experience. As you will read, she took to the role like the proverbial duck to water!

Emma writes:

Hello readers! Remember me? I'm Emma Nangle, I am a student at Inchicore College of Further Education and have been interning with the Learner Support and Engagement Service. Even though I had been very involved in organizing the conference and was looking forward to participating as a learner, the last thing I expected was to be asked to moderate the panel discussion.

When Lorraine asked me, I was flattered, proud, nervous, and excited. I was extremely proud that she could ask me and flattered that she thought I would be a good fit. However, I was nervous as being on stage in front of eighty people is not something Inecessarily like doing. I was afraid I would make a mistake or accidentally say a bad word on stage. However, once I stepped into the spotlight, it was like professionalism took me over. It helped a lot that I felt well- prepared. Back in the office we had spent ages thrashing out the questions we should put to the panelists and trying to anticipate how the discussion would go. We'd also decided that I would take comments from the floor, which added another level of pressure.

The questions we settled on in the end were:

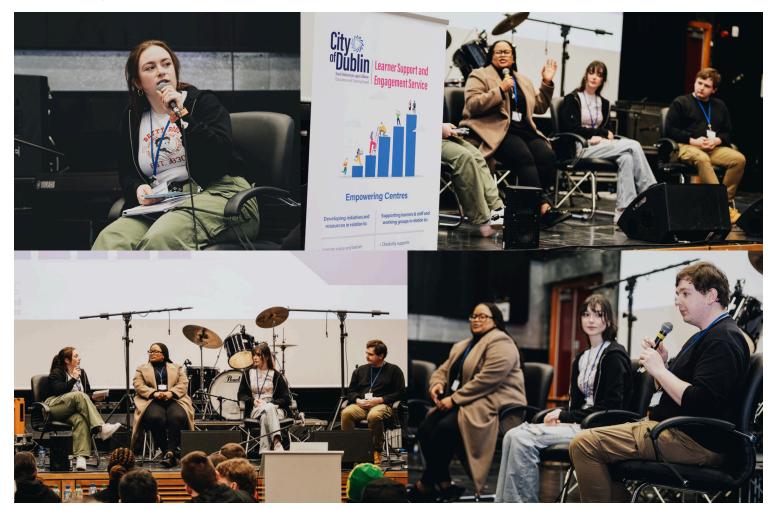
- 1. What does "learner voice" mean to you?
- 2. What challenges do learners face when trying to voice their opinions?
- 3. What steps can colleges and centres take to promote inclusivity and ensure that all voices are heard?
- 4. What impact does learner voice have on learner motivation and engagement?

I also had a fallback question – how can centres ensure that learner voice is authentic and not tokenistic? - in case the discussion ran out of steam, or the panelists dried up.

I needn't have worried. The panelists - Eilís Ní Mhathúna of Rathmines College, Motsilisi Sealemetse of Cathal Brugha College, and Max Rogers of Ballyfermot College – were all amazing but so too was the audience. The panelists' answers were insightful and audience members were more than happy to share their personal experiences of being on student councils in their colleges and centres. It was like we had created one spacious room for conversation.

From where I was sitting on the stage, it was never clearer to me that we learners do care, we want our voices to be heard. As student council members we are motivated and committed to representing our fellow learners. Moderating this panel discussion was a very rewarding experience for me. I'm so grateful to have had the opportunity. While I did have the questions to guide me, as I was talking on stage I felt as though I had the creative freedom to make the experience my own.

I also wanted to make sure everyone had an opportunity to speak, and the ultimate goal was to make everyone feel comfortable. In the end, I thoroughly enjoyed the experience and I feel like I could do it again.



Emma and the panelists in action!



Lorraine Downey

Learner Leadership: Lightning Talks

The second half of the conference took the format of lightning talks featuring short talks from Maria Mann, Jude Balmer, Liam Graca and me. Maria, Jude and Liam spoke about their experiences of leadership as FET learners in City of Dublin ETB, while I gave an overview of learner leadership across the ETB.

Maria Mann (Ballyfermot College CFE) spoke about her role as president of the students' union in her college and gave examples of some of the changes she has helped to drive with the support of her colleagues in the union and the staff in the college, including a weekly open mic event in the college and the Runamuck event the college learners and staff participated in recently (read more on page **28**). Maria previously wrote an article for this newsletter about her work as SU President which you can read <u>here</u> (pages 18-19).

Jude Balmer, student council member from **Rathmines College** told us about some of the initiatives which the council has been involved in over the past year, including their active involvement in surveying the learner body through their own surveys and how they incentivize learners to participate. He also spoke about his experience as a learner rep on the board of management.

Liam Graca, a learner in **Crumlin Youthreach** spoke about the importance of learner voice to young people and told us about his experience of being involved in the recent evaluation of the Youthreach centre by the Department of Education Inspectorate.

I then outlined some of the plans the Learner Support and Engagement Service is working on for the next academic year arising from survey findings and consultations with learners. These include the development of guidelines, training and supports for student council members, class reps and staff who support these initiatives at centre level. Peer mentoring is a topic which has been raised by learners in two successive surveys with particular interest from mature learners. The concept of an alumni programme for FET graduates was also introduced as a potential vehicle for learners and graduates to get involved in leadership activities.

Finally, I gave an overview of the existing mechanisms and fora for learners to assume leadership roles in City of Dublin ETB, from acting as class reps or being elected to student councils, to volunteering as learner reps on governance groups within City of Dublin ETB. I also highlighted the need for learner voices on programme review boards which are an integral part of the QQI programme development and validation process.

One of the tasks facing us now within the Learner Support and Engagement Service is to devise a leadership framework which includes mechanisms to recognise and reward learners' contributions to leadership initiatives. This could be through formal recognition (e.g., QQI certification), informal mechanisms such as references, internal certificates, tokens of appreciation or public recognition mechanisms, e.g., ceremony to recognise student leaders. We look forward to updating you more on this work in the future.

Share Your Words Winners 2024

Celebrate International Mother Language Day in City of Dublin ETB





Send your entries to learnersupports@cdetb.ie along with the entry form. We had over 50 entries this year for our Share Your Words competition to mark International Mother Language Day. We received entries in Arabic, Bengali, Dari, Edo, English, Farsi, French, Mandarin Chinese, Pashto, Polish, Portuguese, Roma, Romanian, Somali, Spanish, Tagalog and Ukrainian.

Song lyrics were the most popular choice with many entrants choosing words that reminded them of their country of origin or reflected their experience as refugees. Recipes for favourite dishes that reminded them of home were also very popular.

Some chose words that helped them feel close to family members who are no longer with them; others chose religious texts that they found comforting or inspiring. We even had a few entrants who, inspired by St. Valentine's Day. penned their own words of love for the occasion.

The number of entries more than doubled this year, which is down to tutors and teachers encouraging their learners and giving them the space and time to participate. Jillian Frayne in Pleasants Street Youthreach told me how she used the competition as an opportunity to get her learners thinking about their cultural heritage and engage in some creative writing at a time of the year when things can be a bit flat. This is just what we were hoping for when we started the competition last year.

We would love to have had prizes for everybody who entered but in the end, we had to choose three. This year's winner are:

Cherimie Calison, Pleasants Street Youthreach, Emma Kavanagh, Crumlin Youthreach and Rita Malek Abu Warda, Parnell Adult Learning Centre.

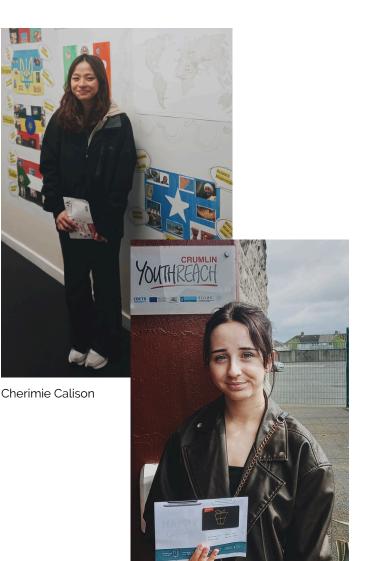
Share Your Words Winners 2024

Cherimie chose a song in Tagalog, her Filipino mum's mother language. Cherimie was born here in Ireland and although she doesn't speak Tagalog, she does understand it. She is hoping to visit the Philippines for the first time soon when she expects to have the opportunity to use the language with her extended family.

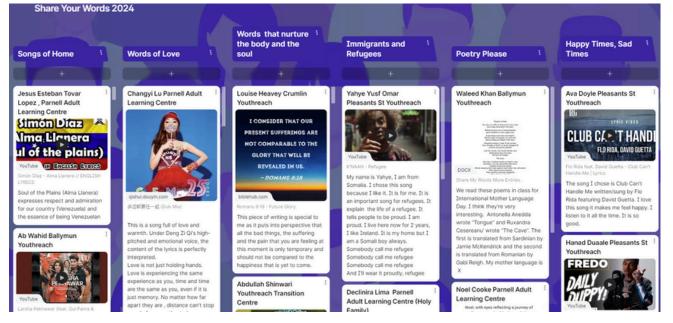
Emma chose two texts – the lyrics of Oasis's "You're Half the World Away" and the line "Every time a bell rings, an angel gets its wings" from the film It's a Wonderful Life". Both help Emma feel close to her much- loved uncle who died last year.

Rita, whose family is Palestinian chose "Flower of the Cities", a celebration of Jerusalem, sung in Arabic by Fairuz. When she was a child, Rita's father used to play the song in the car when he was taking the family for a drive in Gaza so it evokes happy memories. Rita herself has never visited Jerusalem, but she would love to do so one day.

To enjoy Cherimie, Emma and Rita's choices as well as all the other entries from this year, click on the Padlet link. Share Your Words 2024 Padlet



Emma Kavanagh



Page 16



Ominini Data Graham Douglas is currently completing Level 5 QQI Digital Marketing in Whitehall College of Further Education. Here she reflects on her roles as a member of the student council and student representative on the Board of Management and argues forcefully for the importance of a strong learner voice. She also explains how it has benefitted her personal development.

Ominini Data Graham Douglas

Ominini writes:

Being a participant in the Voices for Change: Learners Leading the Way Conference organized by the Learner Support and Engagement Service (LSES) has significantly enhanced my college experience for which I am grateful. Having also attended the NSteP Workshop (also organised by the LSES) last October, I can say that these events provide a platform for students from various colleges to come together, exchange ideas, and share experiences. Through the workshops, presentations, and networking opportunities, I've gained valuable insights into different parts of further education including innovative ways teachers teach and pass on information and the means used to do so i.e. surveys, career development community strategies, and engagement initiatives.

The diversity of perspectives and views offered at these events by my fellow learners has broadened my understanding of educational practices. These events by the LSES have created a supportive environment where learners can connect, collaborate, and grow together. I made new friends from the last conference I attended and met people I had met with before and it was fun interacting with and catching up with them. I think these events play a crucial role in enriching the college experience by empowering the students with knowledge and networks that extend beyond the classroom and the learners know that they are the main focus and they are cared about.

I shared my experience of attending the learner's conference with my course mates at Whitehall College of Further Education and they were happy to hear about the insights and feedback I gained from the event. I talked to them about the presentations, roundtable discussions, and networking opportunities at the event and they were interested in everything I had to say about my experience. This stimulated plenty of input from my course mates who are eager to see change on how our learner experiences could enhance college life.

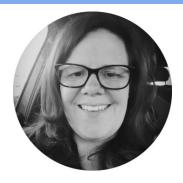
Everyone shared their different perspectives and ideas, and it was refreshing to know that my course mates valued the opportunity to learn from my experience and they were motivated to engage more deeply in educational opportunities outside the classroom. The positive reception from my course mates reinforced the importance of sharing knowledge and fostering a supportive learning community.

I had the honour of representing the student council, at a meeting with the Board of Management of Whitehall College where I discussed the first ETB conference I attended in October 2023. I highlighted the student council's efforts in organizing more seasonal events, fostering a stronger sense of community among students, and the introduction of the college magazine called 'The Horizon.' The board was pleased with everything we had been doing in the college and would still be supportive of our initiatives to enhance the college experience.

As a student council member who knows her views are listened to, it is important to get more support from the college. The student council plays a crucial role in the student body and college life, representing the student body, advocating their needs and concerns, and organizing events to enhance the college experience. I think the student council should be provided with adequate support, resources, and recognition which would not only empower the council members to fulfil their responsibilities but also foster a sense of responsibility and leadership amongst students. By investing in the student council, the college creates a more inclusive and vibrant campus community where students feel heard, seen, valued, and engaged in shaping their educational experience

I am a digital marketing student who loves to read novels. write. and engage in communication, my role as a student council member complements my studies in a lot of ways. My passion for communication and building strong connections makes me wellsuited for effectively representing the student body and conveying the needs of fellow students to the college administration. My skills as a digital marketing student have been leveraged to promote student events, initiatives, and campaigns. Engaging in student council activities has not only allowed me to contribute to the college community but has also provided me with experience in teamwork, leadership, and communication which would be relevant to my studies and future career in digital marketing. After completing my level 5 QQI digital marketing course at Whitehall College of Further Education I hope to get into Dublin City University to study Global Business or Digital Business and Innovation.

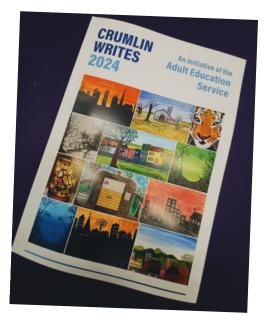
Crumlin Writes 2024



Marie Reilly

As Adult Literacy Organiser from Crumlin, I was delighted to welcome over 100 people to the launch of Crumlin Writes 2024 on 21 March. It was terrific to have such a large turnout for what is an extra special edition of Crumlin Writes, our first since Covid 19.

Writing for Crumlin Writes gives learners an opportunity to practice their writing with support from tutors and volunteer tutors, and to feel a sense of pride in what they have achieved. The 2024 publication has over 100 pieces, which include memories, poems, and creative pieces. Many are about returning to education and how taking that first brave step has changed learners' lives.



Special guests included the Lord Mayor of Dublin, Daithí de Róiste and Frances Ward, who set up the Crumlin Literacy Service in 1977. Frances started Crumlin Writes in 1990. We were also delighted to be joined by Finbarr Savage who told the audience how attending classes in the adult education service helped him on his path to starting a degree course.



The most important guests of course were the learners or authors as they can now call themselves. As the Lord Mayor reminded them, their voices would now be preserved for posterity; who knew who would pick up their story to read in a hundred years' time and hear their voice, loud and clear across a century!

12 brave authors stood at the podium and read their stories to the large audience. **Katie McHugh** read her story about **Becoming a Godmother** while **Elina Strigoun** read her story called **Corn Crop Duster**. **Laurence Kavanagh'**s story is called **My love of Planes** and included a photo of the memorable day referred to in his story. **Kay Kane's** story, **My First Woodbine**, had everyone in stitches.

Crumlin Writes 2024

Mary Quinn talked about Knock which is a special place to her. James Nolan read his story called The Day from Hell. Mary Toland read her story called True Lives and she was followed by Artemis (Xia Qin Peng) who read her story, simply titled My Story. Tina Johnston came next and read her story called My Mother.

Fiona Fitzpatrick read the first two paragraphs of her story called **One Last Chance**, leaving everyone dying to read the rest of the story to see what happened.

Catherine Hogan read her story called **The School Run** and finally, **Noelle Colclough** read her piece on **The Colclough Garde**n, which is about a garden named after her family.

The Lord Mayor said after listening to the stories, he could see the common thread of community that was linking everybody. He said, "it's the community of learners coming together, but it's also the community through stories."



Gwen Redmond and Marie Reilly with Frances Ward, who started it all.

The audience was then treated to a musical performance to mark the end of the ceremony. Jennifer Stuart, Sinead O'Loughlin, Davey MacManus, and Michael Smyth played while everyone sang along to Grace and Dirty Old Town.



Afterwards, over tea and coffee, there was a great buzz around the hall. It was a fantastic afternoon, and the newly published authors are already planning what to write for the next edition of Crumlin Writes!



Exchange House Ireland National Travellers Service



Cathleen McDonagh Clark

Cathleen McDonagh Clark is the Education and Training Service Manager in Exchange House Ireland (EHI) National Travellers Service, a role she has worked in for a number of years. She has a passion for education which she believes can ensure a person has the opportunity to engage with life in a more equal manner.

She says, "I am a member of the Traveller community. As I am part of this community, I understand the beauty and dignity that is inherent in its people. I am also aware of the issues experienced by its people."

Interested in philosophy, history and theology, Cathleen's studies have ranged across pastoral care, theories of adult education and management and training.

"My own story has been one that is intertwined with learning and seeking knowledge and I don't see this changing. I do believe we are always learning in life," she says which is no doubt why she enjoys collaborating with people, providing educational opportunities that will support them in a practical manner.

Here Cathleen writes about the work of Exchange House Ireland and its long-standing relationship with City of Dublin ETB FET.

Exchange House Ireland National Traveller Service

Exchange House Ireland National Travellers Service is an organisation of Traveller and non-Travellers and has been a leading provider of frontline and support services to some of the most marginalised Travellers in Ireland since 1980.

We are a multi-disciplinary frontline service provider offering Education and Training Services, Children and Young People Services, Family Support and Crisis Intervention Services, Addiction Services, and the National Traveller Mental Health Service. We also deliver partnership services through training, provision of expertise and dual working with other organisations providing services to Travellers in Ireland. Our aim is to break down barriers and discrimination in order to facilitate Travellers to access the range of services they need in an equitable way. Exchange House Ireland has been providing a professional standard of practice that has been shown to produce good results with our client group for 40 years.

What we do to address educational needs of the Traveller Community

The Education and Training Service provides education programmes which respect and build on existing strengths and skills of participants, providing opportunities for learning and progression. The service provides opportunities for youth and adults in basic further education/training, literacy, and support in accessing third level education, training, and employment. We have just recently reengaged with Quality Qualifications Ireland (QQI) and have retained our Quality Assurance status.

Exchange House Ireland National Travellers Service

We currently provide a major level 4 in Employability Skills and major level 5 programme in Community Development. The focus of our work is to engage with and support people in the area of education with the aim to progress to further education, apprenticeships, or employment.

Education plays a pivotal role in addressing the social, economic, and cultural inequalities faced by the Traveller community. By investing in education, empower individuals we to overcome discrimination, enhance their life opportunities, support their wellbeing, and contribute meaningfully to society. Education enables learners to develop essential skills, gain confidence, and become active participants in the workforce. Moreover, education fosters intercultural understanding and social cohesion, benefiting both the Traveller community and society in general.

Research consistently demonstrates that education leads to a range of positive outcomes individuals. including for improved employability. Education equips individuals with the skills and knowledge necessary for gainful employment. Education is a powerful tool, enabling individuals to build a brighter future for themselves and their families. The learners inform us they want to work or get an apprenticeship, but sometimes they are unsure what exactly would suit them or how to go about it. They come to EHI for support/advice to help them to progress further.

The feedback from two recent learner speaks for many who have done our courses.

One wrote:

"When I finished the exchange house course, I felt a great sense of accomplishment and pride in what I had achieved.

I gained so much knowledge and skills and new opportunities while I was in Exchange House. I highly recommend any young person who's looking to complete a level 4/5 course to go to Exchange House, filled with amazing people and a nice positive atmosphere."

Another said:

"As a member of the CE Scheme in Exchange House I have nothing but good things to say about this traveller organisation. Exchange House is a safe

and comfortable workspace. Both enjoyable and educational, Exchange House is also an easy access point with many different public transportation options around the surrounding area. I personally think that this organisation is a stepping stone for young traveller men and women to grow into strong and independent adults ready to take on the hardships of life without fear of failure."

How the City of Dublin ETB supports us

With City of Dublin ETB support, we can provide quality education, enhance employability skills, and create positive change within one of the most marginalised communities in the Republic of Ireland. To facilitate us to provide education we need the support of tutors and resources. City of Dublin ETB supports us in our work by providing tutor hours (we currently have three part-time tutors teaching for us).

The REACH grant has been of tremendous support. With this grant we were able to update our IT equipment and provide resources for the learners' and tutors' use. We have fantastic tutors who work with us. We could not provide educational services to learners without the support of the City of Dublin ETB.

How EHI could be supported more

Additional tutors and resources would greatly enhance the learners' opportunities. Our aim is to ensure that the learners leave with a completed major programme in level 4 or 5. To ensure this happens in a timely manner, it is essential that we have resources/tutors that are permitted to work to the leaners needs and timetable. The educational requirements of the learners must be catered for in a realistic manner to ensure we make a positive difference in their lives. Funding to secure additional tutors would ensure that the learners will leave with completed majors. I cannot stress strongly enough how important education is to the future of the learners we work with. We have the learners; we just need to ensure we have the resources to deliver a quality service that provides progression in education for them.



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The Traveller Way



Catherine Twomey

Catherine writes:

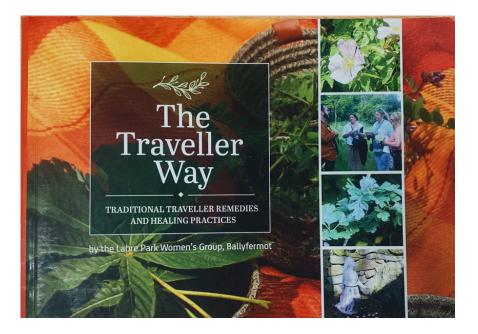
As part of the ALL strategy Collaboration and Innovation Fund, Ballyfermot Adult Education Service and the Ballyfermot Chapalizoid Partnership collaborated on a project **'Keep it Lit'**.

Diverse groups in Ballyfermot and Cherry Orchard participated in digital skills, literacy and creative writing classes.

The Labre Park Women's Group worked with Amy Ryan, Community Health Projects Officer, their City of Dublin ETB tutor Gemma Conlon and Poetry Ireland's Catherine Ann Cullen to produce a book **The Traveller Way: Traditional Traveller Remedies and Healing Practices**.

In the book Eileen describes how nettles were used for back pain and arthritis. Breda says that Travellers are convinced that a person has to believe in and be a part of their own healing; Helen reminds us of an old saying among Travellers: **'if you believe a stone will cure you, a stone will cure you'.**

The Friday morning sessions in the Markiewicz Centre were about so much more than writing they were a celebration of Traveller culture, storytelling, traditions and wisdom.



The centre was filled with music and laughter and the group wrote and recorded a song 'The Traveller Way' with Catherine Ann Cullen.

The Keep it Lit project culminated in an evening of song and stories in the Civic Centre. The song was a central part of the evening and the wider Ballyfermot community was intrigued by the book. So much so that the group were invited to host a book club as part of the Cherry Orchard Cherry Blossoms festival.

The book club too place on 15 April and it was brilliant. The group answered questions from the public about their book, traveller culture and sustainability. They also spoke about the discrimination they experience.

They are a wonderful group who are now working around themes of health literacy and aromatherapy.

Click <u>here</u> to listen to Amy and Elizabeth discuss the project.

Click <u>here</u> to watch the women perform 'The Traveller Way'.



When Crumlin College of Further Education graciously invited the Learner Support and Engagement Service to their Library Restaurant, we didn't need to be asked twice!

For a few months each year, the apprentice commis chefs and culinary arts learners have the opportunity to put the skills they are acquiring into practice in what to all intents and purposes is a fully functioning restaurant, with real life diners. You could say we were their guinea pigs, but if we were then, we were the happiest guinea pigs in the city. For two hours we were quite transported by a succession of gastronomic delights.

The décor and atmosphere were a match for the smartest dining room in the city. Had we not just walked through the college's corridors, you would never have guessed you were in an educational institution.

Once we had been seated and had perused the menus, one of the learners, formally attired in bow tie and apron, took our order. As we waited, it was easy to note how attentive the wait staff were and the care with which they were attending to each table, all under the eagle eye of 'Front of House', Ruarí Kerr.

Service was prompt but unhurried and soon enough, we were being served our first course. (Did I mention it was a 3-course meal?!) At our table, we were served the **Classic Ceasar Salad with a poached hen's egg and crisp Parma Ham and Duck Bonbon with puy lentils**.



Since our readers couldn't have seen the approving nods and smiles everyone had on their faces, after the first-bite, it is worth reiterating on paper, that the food was delicious! The duck was crunchy on the outside with tender meat on the inside and the puy lentils made for the perfect accompaniment. The Ceasar Salads received similar praise, fresh and crisp, the hen's egg a delightful addition.

Pacing it well, we were then served a **tasting cup of pea and bacon soup, alongside a selection of homemade breads**. The soup went down a treat, a flavour bomb, it was made more enjoyable by the small pieces of bacon. The two textures worked beautifully, and I could hear from more than one table, people scraping the inside of the cup, trying to get the last few morsels to keep the taste going. The homemade breads were also incredible. Fresh and hot out of the oven, it is worth noting the wide assortment of breads we were served, not just for the soup but all throughout lunch. It was quite the temptation to fill up just on the bread, but I knew there were more delectable dishes on their way!

Soon enough, we were being served our main course. Between the four of us, we had covered all the dishes on the menu: **Pork Fillet** with burnt onions soubise, turned caramelised apples with a red wine jus, Roasted spiced monkfish on a bed of chorizo and mixed tomato and bean cassoulet and Spinach, ricotta and roasted red peppers in filo pastry with cranberries and a citrus oil dressing.





Not being shy on portions, the main course ticked all the boxes. Tender and perfectly cooked meat, flaky pastry and the fusion of the ingredients selected for each dish, waltzed across our taste buds, leaving us in quite the food coma.

Discerning Diners Descend on Dublin 12's Hidden Gastro Gem

And yet, there was more to come! For those with a sweet tooth, you would not be left wanting. We asked for the **Lemon Meringue Tart with vanilla ice cream and a raspberry coulis** and **Coffee crème Brûlée with a sable biscuit**. I don't know which deserves more praise or occasioned more pleasure; the enticing crackle of perfectly burnt sugar from the crème brûlée or the perfectly balanced tartness of the lemon meringue with the raspberry coulis. Either way, the plates were left as clean as a whistle.



We decided to wrap up this incredible food journey with a round of espressos and coffees and were treated to yet another serving of nibbles, hand made chocolate bites, similar to Turkish Delights.

To say we were spoilt, is putting it lightly. Satiated beyond belief, attended to with such care and thoughtfulness, when it came to scoring the food and the service, it was top marks all round. There was not one place where they could be faulted. While there is always scope for learning and improvement, this cohort of apprentice commis chefs has set the bar extremely high. Their instructors and teachers can be immensely proud of them.





Getting Down and Dirty - RunAMuck March 2024



Maria Mann

Maria writes:

On 2 March this year, Ballyfermot College of Further Education, in collaboration with Orla O'Driscoll, a lecturer from our college, organised an exhilarating event – the Runamuck challenge. This event was open to all students, staff, and management from our college, with a special invitation open to all City of Dublin ETB colleges. This invitation led to Coláiste Dhúlaigh participating, with 10 students from their campus joining us.



The day was a great mix of mud, fun, and laughter as nearly 80 individuals registered to be a part of our City of Dublin ETB team. And we even won a trophy for the largest team! Teamwork was a big part of the event, bringing about new friendships between participants from various departments of our college and between the two colleges participating.

Learners constantly say they would like the opportunity to meet learners from other colleges and centres. Here **Maria Mann**, President of the Ballyfermot College of Further Education College writes about an event where they had the chance to do just that.

> The ticket included entry to the Runamuck Challenge, along with a free t-shirt and bus sponsored by the City of Dublin ETB. There was also a prize of a €100 One4All voucher up for grabs, also sponsored by the City of Dublin ETB.

> Still buzzing with the success and excitement from this event, we are already laying the groundwork for the next Runamuck Challenge scheduled for October. With the backing of the City of Dublin ETB, we aim to gather an even larger team, promising an event filled with even more excitement and participation.



If your college or centre would like to join us for the next Runamuck Challenge in October, please email <u>22mariamann@bcfe.ie</u> or <u>orla.odriscoll@bcfe.cdetb.ie</u> by mid-September 2024 for information on the event and how to register.



John Coughlan

John Coughlan runs an Entrepreneurship Programme in Ballymun Youthreach. Here John gives a detailed account of the mentoring programme he set up in collaboration with Brown Brothers Harriman (BBH). The new initiative was an immense success, and the plan is to organise another BBH mentoring event for the next academic year.

John writes:

A group of learners from Ballymun Youthreach recently completed a fantastic five-week mentoring programme with employees from the Dublin office of the prestigious private investment bank, Brown Brothers Harriman (BBH). Spearheaded by senior executives, Cathal Boylan and Noeleen Flynn, a variety of staff from all areas of the firm, gave up their time to mentor and work with the Youthreach learners over a period of five weeks. The workshops were held in the offices of BBH in Dublin City Centre, as well as on site in Ballymun Youthreach.



From L-R: Marcella Hughes (Youthreach Teacher), Luke Kenny, Tristan O'Mahoney, Ruben Bechian, Jamie O'Connor and John Coughlan

The first workshop consisted of an introduction to Brown Brothers Harriman. The learners heard about the services BBH provides, and got a general overview of the financial services industry. There was a fantastic panel discussion where BBH employees spoke about their varied career backgrounds and how everyone can take different routes to get where they are.

The second workshop focused on how to develop a good CV and how to prepare for a job interview. The learners received hands-on guidance on crafting an effective resumé and how to tailor it to different job opportunities.

The BBH mentors conducted mock interviews and provided constructive feedback to help learners improve their interview skills and build confidence in articulating their qualifications and experiences.

The third session delved deeper into exploring different career paths. BBH mentors shared highlighting their career journeys, the transferable importance of skills. and continuous learning. The fourth workshop saw the BBH mentors work with the learners on effective communications and developing presentation techniques. They learned how to

structure and deliver compelling presentations, focusing on confidence, clarity, engagement, and professionalism. The learners were then broken up into small groups with an assigned mentor to prepare a business idea or social enterprise. The mentors put a strong emphasis on fostering creativity and innovation with their respective groups. They would work on their idea and present it in a Dragon's Den style pitch on the last day.

The fifth and final workshop saw the learners showcase their business ideas to a panel of BBH staff, which included Global Partner and Chairman of BBH Ireland & Luxembourg, Jean Marc Crépin.

The judges evaluated the presentations based on creativity, feasibility, and presentation skills. They were very impressed with the learners' ideas and provided great constructive feedback to everyone as well as selecting an overall winning team. The session finished with a celebration of the whole mentoring programme.

The feedback from the learners was hugely positive as evidenced by some examples below:

"It was great to hear the BBH employees talking about their career paths. They were inspirational and showed me that I can achieve anything I put my mind to." -Marica Cole "The programme has helped me focus on getting my qualifications in Youthreach. I want to progress to further education and maybe work in the financial industry someday" - Gerard Clarke

"My confidence has increased so much from this experience. I never would have imagined delivering a Dragon's Den pitch in the board room of a big corporate business" - Alisha Molloy

The Mentoring programme was a great success, and the learners learned a huge amount from the experience. Youthreach is very grateful to the team at Brown Brothers Harriman for organizing the collaboration and for giving up their time and expertise to help the learners hone and develop their skills.



BCFE Climate Public Event



Dermot Whelan

Dermot writes:

The Ballyfermot College of Further Education (BCFE) Climate Event held at Ballyfermot Public Library on 11 March was a significant occasion that brought together various elements of art, education, and environmental awareness. The event featured an exhibition, public talks, screenings, and live music, providing a platform to explore themes related to climate change, sustainability, and our relationship with the natural world. This was a collaborative effort between **Brigid Fitzgerald and Sean Shanagher** as part of BCFE's Ecology and Environmental Art/Sustainability Initiative.

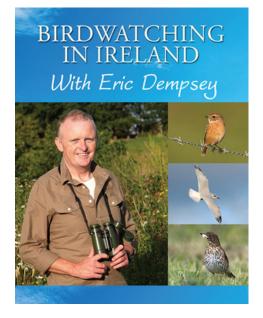
One of the highlights of the event was the BCFE Art Design Exhibition titled "Our Human Nature," which opened in the Library Gallery. The exhibition showcased a diverse range of mixed media artworks created by BCFE Art Design students. These artworks delved into the complex relationship between human nature and the natural world, offering thoughtprovoking insights and perspectives on environmental issues.

As part of the event, **Senator Lynn Boylan**, Sinn Féin Spokesperson on Climate Justice, and an alumnus of BCFE, delivered a public talk on climate justice and sustainability in the Sé Geraghty Room. Her insightful discussion

Dermot Whelan is in his second year in Ballyfermot College of Further Education (BCFE) where he is studying Music Production. Dermot is the Communications Officer of the college's student council. (He was also the very able sound engineer for our Voices of Change Learners Leading the Way event). Here he writes about the BCFE Climate event which took place the same week.

> touched upon crucial themes such as climate change, environmental justice, and the importance of sustainability. This talk was organised in collaboration between BCFE and the library, aiming to raise awareness and engage the community in meaningful dialogue about pressing environmental issues. We then had a Q+A with Lynn and the audience members, who made some very salient points about the topics Lynn discussed.

> Following Senator Boylan's talk, **Eric Dempsey**, a renowned bird expert, wildlife author, and broadcaster, presented a public talk and screening on climate change and native wildlife.



BCFE Climate Public Event

Eric shared his expertise on Irish bird species and habitats, highlighting the impact of climate change on native wildlife populations. His captivating photography and engaging discussion emphasised the importance of environmental conservation and our role in protecting Ireland's natural heritage.

The event finished with a live talk and music performance by Paul Mc Grattan, a musician, instrument maker, and initiator of Ballyfermot College's instrument making course. Paul discussed his students' innovative contributions to sustainable instrument development before his students treated the audience to an exhilarating performance of Irish music. This live performance marked the launch of the "Our Human Nature" Art Exhibition and added a vibrant and celebratory atmosphere to the events conclusion. The BCFE Climate Event was a great success, providing a platform for dialogue, education, and artistic expression, fostering a deeper understanding of environmental issues and inspiring positive action within the community now, and into the future.

Calling all FET educators!

We would love to share examples of innovative practice happening in centres relating to learner supports and learner engagement.

We're always interested in hearing from practitioners so please do get in contact if you are interested in contributing to a future issue.

If you've contributed to, or led a project, initiative or event that is linked to any of the themes below, we'd love to hear about it and showcase it across the organisation. Or perhaps you've completed an assignment or research as part of studies you're undertaking that relates to learner support and engagement. If so, get in touch with us by emailing <u>learnersupports@cdetb.ie</u> and we'll feature it in a future edition.

- Accessibility
- Disability
- Diversity
- Extracurricular/non-curricular events and initiatives for learners
- Inclusion
- Language
- Learner voice
- Learner leadership
- Literacy
- Universal Design (for Learning)
- Learner wellbeing

We can accept video, audio or text submissions.

Finally, if you are organising an event and would like us to cover it in a future issue, get in touch!

And remember, for the **May-June issue**, we would particularly like to hear from educators (and indeed learners!) who are involved in events for Gay Pride.

Guidelines for contributors:

Short bulletin: 100-300 words Article: maximum 800 words Please send any accompanying photos as attachments (don't include in the Word document).

Deadline for receipt of submissions for the next issue is **Friday 24 May** but please get in touch with me any time by email john.poole@cdetb.ie if you have an idea and want to discuss it.

The Archive

We understand that it is easy to miss out on the newsletter amidst the many emails you must be receiving throughout the day.

It's also extremely tedious when you have to scour through emails, trying to find one specific email or embedded resource.

To make it just a little easier, here are all the newsletter issues and direct links for each.

- Volume 1
 - Click here for Issue 1
 - Click here for Issue 2
 - Click here for Issue 3
 - Included attachment: <u>Fintan Taite Graphic Harvest</u>
 - Click here for Issue 4
 - Included attachment: <u>Learner Survey 2022-2023 Reports</u>
 - Click here for Issue 5
 - Included attachment (1): <u>South City Singers Reel</u>
 - Included attachment (2): <u>Tracey Russell Interview Part 1</u>
 - Included attachment (3): <u>Tracey Russell Interview Part 2</u>
 - Included attachment (4): <u>AONTAS Photo Gallery</u>