

SEPTEMBER NEWSLETTER

Welcome to the September Newsletter

A Fresh Start, A Shared Journey

The new academic year is here, and with it comes new opportunities, new programmes, and new success stories waiting to be written. For our learners, it's a chance to take the next step toward brighter futures. For employers and referral partners, it's a time to connect with talent, build skills, and shape the workforce of tomorrow.

We're proud to be growing too — expanding our reach with new offices overseas and strengthening the support we provide at home. This growth means more opportunities, more innovation, and more ways to work together to create lasting impact.

In this edition, you'll find highlights of learner achievements, updates on new programmes, and opportunities for employers and partners to get involved.

Thank you for being part of our journey. Together, we're making skills and training accessible, impactful, and life-changing.

From

Total Futures

In this newsletter you can expect:

Company
Updates

Course Updates

Wider Learner
Aspects

Team Highlights

Initiatives and
Announcements

Staff Profile
Highlights

UPCOMING OCTOBER COURSES

NORTH EAST COURSES

13th October - Skills for Business

13th October - Construction

27th October - Construction

30th October - Skills for Business

LONDON COURSES

6th October - Civil Service

8th October - Construction

27th October - Hospitality

27th October - Construction



MEET THE TEAM - SEPT HIGHLIGHT



**AVJODH MARWAY
TUTOR**

“

Fav Quote-

“WHEN IN DOUBT, LOOK INTELLIGENT”

“

Bio-

My name is Avjodh Marway, and I have a strong background in further education training, specialising in construction health and safety. With a deep commitment to ensuring safe work environments, I have dedicated my career to enhancing industry standards and promoting best practices in workplace safety.

Beyond my professional life, I am a proud father to a wonderful little girl, who brings joy and inspiration to my everyday experiences. I have been happily married for eight years, cherishing the journey of family life and shared adventures.

Travelling is a significant part of my life, and I have been fortunate to explore over 30 countries, gaining valuable cultural insights and experiences along the way. My passion for discovering new places and perspectives continues to shape my outlook, both personally and professionally.

LEARNER TESTIMONIALS

“

I just want to say that it has been a pleasure having Tony as our teacher. He has been great at explaining things in detail and overall very helpful.

He always gave his own life experience as an example to so many questions, which helped me understand the task better and clearly.

This 2 weeks course has been very challenging but very fun at the same time.

I have learned so much and hope to gain a job in the civil service industry.

Thahrima Khatun, Total Futures Learner

“

Dear Elaine,

“Just to say how much I and everyone appreciate your enthusiasm and efforts to keep us all motivated.”

Many thanks!

Ross, Total Futures Learner





COMPANY UPDATE

LONDON UPDATE

It's been a really busy and exciting month! Our **Civil Service** course is still one of our most popular programmes, and we've got around **60 new learners** expected to start in the next couple of weeks. We actually have two new cohorts kicking off on 6th October, and both are set to be fully booked! The interest has been amazing — just last week, 26 people came in for assessments in a single day, with 24 passing and ready to get started. Another 11 passed later in the week, and there are still plenty more assessments booked in.

Our **Construction courses** are also in high demand and we have been at the **Job Centre** this week enrolling learners for the next course, and we're already expecting another full group.

On top of that, we've been making some great new connections. With **Hackney Job Centre** now helping us with course referrals, and at an **Employability event on 22nd September**, we met someone from **Work Path** who is keen to refer Construction learners our way too.

Welcome to our new referral partners!

It's fantastic to see so much interest and support for what we're doing, and we're really looking forward to welcoming lots of new learners onto our upcoming courses!

SOUTH YORKSHIRE

This week, we officially began delivering our **Hospitality Bootcamp** in Mexborough – and it's off to a really positive start.

The bootcamp has been designed to give local people the **opportunity to build key skills** for the hospitality sector, including communication, teamwork, customer service, and confidence in professional settings. Already, participants have shown real enthusiasm and a willingness to get involved in the interactive sessions.

In these early days, it's been great to see the group engaging with each other, sharing their experiences, and beginning to put their **new skills** into practice. Many have joined with the aim of finding work in hospitality or boosting their confidence to take on new challenges, and the atmosphere so far has been encouraging and supportive.

We've also introduced learners to the wide range of career opportunities available within the hospitality industry, and they're excited to learn how the skills they're developing can open doors locally and beyond.

Although the course has just started, it's already clear that this bootcamp is going to be a fantastic journey – not only for the participants but also for the local employers who will benefit from a new wave of motivated and well-prepared candidates.



COMPANY UPDATE

NORTH EAST

We have been working closely across North Tyneside to bring our delivery to local people. We have been hugely supported by Aaron and the team at **Working Well** where we will continue to deliver our programmes in the future.

Our CSCS Course in August was a great success – all participants passed their Level 1 Health and Safety exams and are just about to sit their CSCS tests! We hope to repeat this locally in November.

We were thrilled to be part of the return of the **North Tyneside Youth Hub** in Wallsend where young people aged 16 – 25 are invited to see the support on offer locally to support them with accessing work, training and taking positive steps to progressing within their lives.

We look forward to welcoming young people from North Tyneside to our courses soon.

ONLINE CSCS Course!

In response to feedback from our customers, September has seen the launch of our **FIRST EVER ONLINE CSCS Course!**

People are now able to study construction qualifications from the comfort of their own home which makes it ideal for anyone living in area where transport is challenging.

Individuals learn online with us via tutor-led sessions on teams for 5 days between 12.30pm and 4pm and then join us the week after for an in-person session to sit their Level 1 Health and Safety exam.

Due to the success of the pilot, this will be back by popular demand!

Elaine Murray, our North East Engagement Manager said -

'We are delighted that we can bring an Online CSCS Course to people in rural areas, particularly in Northumberland, where travelling to a classroom course is not always possible. I am really looking forward to developing this further and being able to support more people to help them get back into work!'



COMPANY UPDATE



NORTH EAST

Progression Sessions!

As part of our commitment to supporting the ongoing journey of our customers, we offer **Progression Sessions** at the end of all of our courses. This enables us to introduce people to organisations who can provide an insight into the opportunities they may not have considered.

In the last month, we have been able to offer this opportunity to over **30 learners**.

Through working in partnership with organisations like **HMRC, Business in the Community, Education Partnership North East and Barclays**, we are able to showcase projects and initiatives that can really benefit our customers both personally and professionally.

Thank you so much to Sophie Gray from **EPNE** who joined us to tell our students all about **apprenticeships**.

We worked closely with **HMRC** and Chris Tait brought news of a new wave of recruitment for Customer Service Advisors in Washington, providing an insight into life at HMRC and offering **advice on applying for roles**.



WIDER LEARNING ASPECT

Safeguarding Update:

SAFEGUARDING FOCUS: NEWHAM

Exploitation & Youth Violence

Newham's youth safety plans highlight that grooming and gang recruitment are evolving. Stay alert to pressure to do things you'd rather not — talk to someone you trust.

Domestic Abuse

Many victims suffer in silence. If you or a friend is in an unsafe relationship, confidential support is available locally and anonymously.

Infant Safety & Abandonment Awareness

Local authorities are keenly aware of vulnerabilities around newborns and mothers under stress. Know that if someone is struggling, help can be available — no judgment.

Online Abuse, Bullying & Image-Based Harm

The new London safeguarding guidance includes updated rules on online abuse. Don't feel you must endure harassment — block, report, save evidence, and speak up.

Support in Newham for Vulnerable Learners / SEND

If you or someone you know has extra needs, there are pathways (like MASH) to raise concerns and get help. You are not alone.

Need help or want to talk?

Speak with our Safeguarding Team, or call Newham's adult safeguarding helpline: 020 3373 0440 [Newham Council](https://www.newham.gov.uk)

SAFEGUARDING FOCUS: NORTH EAST

Exploitation, missing & trafficking risk

Sunderland uses a MSET framework to assess risk and respond when young people are missing or vulnerable to exploitation.

Be alert if someone you know is suddenly secretive, has new contacts, is away late without explanation, or seems financially controlled.

Adult abuse & neglect

Adults with care needs often face risks such as financial abuse, neglect, pressure from carers, or institutional harm. Sunderland's Safeguarding Adults Board (SSAB) oversees procedures and response.

Reporting challenges & delays

With many agencies responding to high demand, there can be delays in investigations or support. It's important to follow up if you've reported something and don't see action.

Online & image-based abuse

Technology misuse (harassment, sharing images without consent, grooming) is a growing issue everywhere. Encourage people to preserve evidence, block users, and report to trusted adults or authorities.

Vulnerabilities of people with additional needs

Those with communication or cognitive differences may struggle to disclose abuse. They may also be more dependent on carers, increasing risk.

Need to report something?

- Speak with our Safeguarding Team
- Children & young people: Call 0191 520 5560
- Adults at risk: Call 0191 520 555

SEPTEMBER SEND TOPIC

Non-Verbal Awareness Day 30.9.2025

National Non-Speaking/Nonverbal Awareness Day is observed on September 30th each year.

It is a day dedicated to raising awareness about the experiences and challenges faced by nonverbal and nonspeaking individuals. This observance highlights the importance of understanding, inclusion, and the need for accessible communication methods for those who cannot speak verbally. It is a day to promote empathy, support and advocacy for the nonverbal community.

What is meant by Nonverbal?

Nonverbal communication is conveying what we mean or feel without using spoken language

Why might someone be nonverbal?

Individuals may be nonverbal due to a variety of factors, including developmental disorders, psychological conditions, trauma, or physical impairments that affect speech production. Autism Spectrum Disorder (ASD): Many individuals with autism may be nonverbal or have limited verbal communication. This can stem from neurological differences that affect language processing and production. Some may use alternative communication methods, such as gestures or communication devices, while others may not speak at all.

Apraxia of speech: This condition affects the motor planning required for speech, making it difficult for individuals to coordinate the muscle movements needed to produce words, even if they understand language.



How can we support it?

- Learn about nonverbal communication – Educate yourself on various communication methods used by nonverbal individuals, such as augmentative and alternative communication (AAC) devices, sign language, or picture-based communication systems.
- Support Inclusivity – Advocate for more inclusive environments in schools, workplaces, and public spaces that accommodate nonverbal individuals' communication needs.
- Raise awareness – Use social media and community events to share information, personal stories, and resources about nonverbal individuals and how society can better support them.



SEPTEMBER WELLBEING TIPS



UK Savings Week 22-28 September

What is UK Savings Week?

An annual Building Societies Association led campaign focused on the benefits of saving and building positive saving habits which launched in 2022 in the midst of a cost-of-living crisis, when people had to pay attention to their finances more than ever before.

What does the campaign seek to achieve?

- To get everyone talking about the benefits of saving. UKSW can help people in different ways depending on their individual circumstances:
- For those with no savings – to achieve financial resilience by building an emergency savings buffer.
- For those with savings already – to make the most of their pot and help it last longer.

Could you save more money than you do now?

- Look at your money – Think about what money you have coming in and what you spend. Knowing how much you have to live off each week or month will help you understand how much extra you might be able to save.
- Need vs want – Decide what you really need, and what things are ‘nice to have’s’. Think about which things really make you happy and which things you only buy out of habit. Do you really need them? Or are they extras you could live without?
- Working harder – Are your savings sitting in a current account earning very little interest?

Tech help –

There are some great apps and online tools to help you manage your money, whether it’s automatically saving for you, rounding up your spending or helping you calculate your budget.

Think time -

Allocate some time regularly to check in on your savings. For example, you could set a reminder to do this every three or six months. It doesn’t need to be a huge effort, but there are benefits to making sure you know where your money is and when deals are coming to an end.

Check detail –

Make sure you understand the terms and conditions of any savings accounts you are thinking about opening.

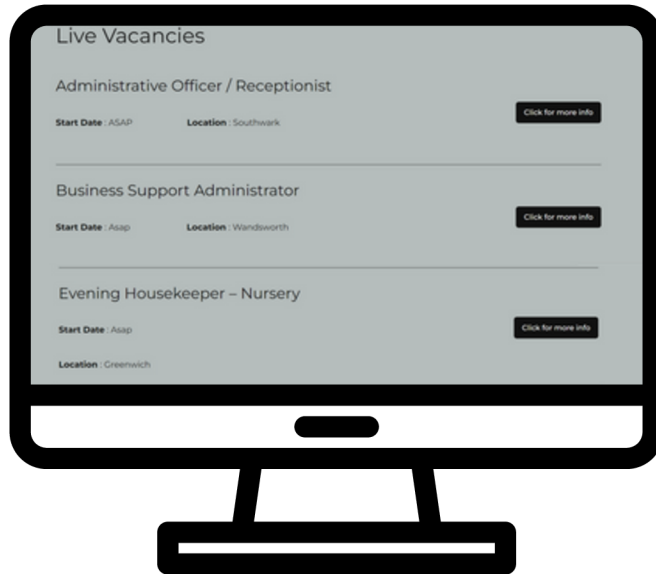
Stay positive –

Don’t beat yourself up if you forget about your saving for a while or miss a few planned deposits.

Where can I find support?

With the current cost of living crisis, you might not be able to save right now. If you do need help to manage your money, these organisations are ready to offer expert, impartial advice and resources: MoneyHelper, National Debtline & Step Change.

JOB VACANCIES



Remember to keep checking our Jobs page...

Your next opportunity could be just a click away.

<https://totalfutures.co.uk/job-vacancies/>
Password: Jobs2025

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Thank you for reading!