

Service Functions	Description and example
Part of the Learning Journey	
Community Development	First step non-accredited learning to engage 'reluctant', non-confident learners. Can be one-off sessions or very short duration. Examples: puppet-making with children, cooking on a budget, how to fill in forms, make the most of your tablet.
Adult Second Chances	Progression from engagement courses. Longer duration, can be accredited by the service (not externally accredited). Examples: Language courses, arts and crafts courses.
Full Cost	A commercially run, non-accredited, countywide programme of diverse learning opportunities delivered outside the Ofsted framework. Examples: pottery and sculpture.
Apprenticeships	High quality apprenticeship provision, delivered flexibly and responsively, focused on the economic needs of Norfolk and in line with LEP priorities, delivered in areas of recognised and proven strength. Examples: Business Administration, Accountancy.
Second Chance Qualifications	Externally accredited courses that assist learners with their careers and lives. Examples: Functional literacy and numeracy, GCSE English and mathematics.
Learner Support Services	All learners suitably supported to achieve and progress to the best of their ability and fulfil their potential. Example: Learning Support Assistants in the classroom helping learners on a 1:1 basis.