



European Union
European Social Fund
Investing in jobs and skills

St. ANTONY'S CENTRE
CASE STUDY PROFORMA

Funded by



PART A: CONTACT DETAILS

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PART B: PARTICIPANT CASE STUDY

Participant's Name	Debbie Mylott
Date of Birth	17/10/60

Project Overview *(Approximately 100 words)*
Please provide a description of the project, identify what it is the project is delivering, who to (target group) and where (geographic coverage).

n/a

Participant's Background and Circumstances *(Approximately 250 words)*
Please give details of the participant's background and circumstances prior to joining the project. Include details of the individual's employment status and previous work experience, skills and qualifications obtained prior to commencing on the project, any health issues, care responsibilities or particular barriers faced by the individual.

Debbie completed her formal education at 16 having gained GCSEs in English and Principles of Accounting. She had wanted to find work in a bookkeeping or accountancy role but had not gained the required GCSE in Maths. Undeterred, Debbie joined a work experience programme at Woolworths as a sales assistant and over the next few years worked in range of jobs with different employers.

Having started a family, Debbie moved into part time positions as a dinner lady and lollipop lady Tameside Council in 1997. After a brief stint in the Council's mail and distribution Centre, Debbie took up a position as a Welfare Rights Customer Service Assistant. As the authority was forced to make cuts to its services, Debbie found herself under threat of redundancy in 2015 and was concerned that her relative lack of skills would make it difficult to find alternative work.

Debbie had previously undertaken some basic IT training at night school and felt the time was right to further develop her skills in this area, partly to strengthen her prospects of remaining in employment with the Council, partly to increase her options in relation to the wider labour market and partly to gain a current qualification to add to her CV. After being made aware of the Employment Support with Information Technology programme run by St. Antony's Centre by the GMB Union Learning Representative Debbie quickly availed herself of the opportunity to advance her IT skills.

Participant's Achievements *(Approximately 250 words)*

Please describe how the achievements of the participant whilst on the project. Include details of the progress made, skills and qualifications achieved, progress in gaining employment or work experience and barriers which have been overcome. Where activity is ongoing provide an update on progress.

Debbie took part in an initial group assessment meeting with the tutor and work colleagues similarly affected by redundancy to identify her current IT skills and what she hoped to gain from the course. Debbie stated that she struggled with confidence generally and therefore the significant amount of one-to-one tuition and step by step support in progressing through the different exercises she received from her tutor was very positive.

Debbie commented that she enjoyed taking part in the course and found it helpful that she could also turn to other colleagues for support while learning. Through her own dedication and efforts, Debbie successfully completed the Level 1 Word Processing certificate to add to her CV.

Over the duration of her course, Debbie applied and was interviewed for 2 positions outside of the local authority. Although she was unsuccessful, the feedback she received was positive and constructive and this experience, alongside the further advice and mentoring from her tutor and colleagues, motivated her to apply for an internal role as a Customer Care Officer. Debbie's enhanced confidence from her participation and achievement gave her the self-belief to perform well in the interview and lead to her being offered the post.

While her new role does not require extensive use of IT, Debbie nonetheless stated she feels more resilient and confident from the experience of the course and therefore able to take on a new role involving a varied caseload and diverse challenges. Going back to her original career aims, Debbie would now also like to complete a Maths qualification to broaden her workplace skills.

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