



European Union
European Social Fund
 Investing in jobs and skills

ST. ANTONY'S CENTRE
RESPONSE TO REDUNDANCY
2009-10



Leading learning and skills

CASE STUDY PROFORMA

Before proceeding with the Case Study please ensure you have explained to the participant how the information will be used (e.g. in newsletters, on the website, in reports to funding agencies) and confirm that they are happy for the case study to be used in this way. If they prefer, details can be kept anonymous in which case please complete the Participant's Name box in Part B as follows: "Details withheld at participant's request".

PART A: CONTACT DETAILS

| | |
|-------------------------|--|
| Project Name | Working 4 Jobs |
| Contract Number | |
| Contact Name | Paul Callaghan |
| Position | Contracts Manager |
| Telephone Number | 0161 848 9173 |
| Email Address | pcallaghan@stantonyscentre.org.uk |
| Date | 05/05/10 |

PART B: PARTICIPANT CASE STUDY

| | |
|---------------------------|-------------|
| Participant's Name | Lisa Mullan |
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| <p>Project Overview (<i>Approximately 100 words</i>) Provide a brief description of the project, what it is delivering, who to (target group) and where (geographic coverage).</p> |
| <p>The project will help 30-40 people in Lancashire facing redundancy or recently made redundant to engage in education and training in order to develop skills that help sustain their current job, enhance their prospects of finding alternative employment or progress to a new sector or occupation. Individuals will receive Information, Advice and Guidance alongside an assessment of their learning needs. Following assessment, they will be supported to identify and access courses of learning and skills development linked to</p> |

their work and career aspirations and matched against local labour market intelligence and job opportunities. Participants will also benefit from job brokerage to secure and sustain work locally with advisors helping to identify corresponding in-work learning opportunities via Train to Gain.

Participant's Background and Circumstances (*Approximately 250 words*)

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.

Lisa had left school at 16 with one GCSE Grade C. Throughout her compulsory education Lisa's opportunities to learn had been severely affected by her family circumstances. For 2 years while at school Lisa was largely occupied with caring for her mother who had been disabled following an accident and subsequently had childcare responsibilities of her own.

Lisa had sought to re-engage with learning by enrolling on a night course with a local college but had found the interview process and classroom setting intimidating. She also had concerns for her safety travelling to and from the college on foot at night.

Prior to participating in the Response to Redundancy programme Lisa had only previously worked part time behind a bar. As her children started school Lisa found she had more time available and wanted to improve her work options by developing some new skills and qualifications, particularly in maths, English and IT.

Lisa wanted to get onto a course and find a job which allowed her the flexibility to schedule activity around her childcare responsibilities while giving her the opportunity to develop and apply new skills in new working environments. After being referred to the programme by a friend, Lisa found the informal interview and assessment procedure very welcoming and immediately enrolled on literacy and numeracy courses at Level 2. The fact that the courses operated on a drop-in basis closely suited Lisa's family commitments and helped her progress quickly towards her qualifications.

Participant's Achievements (*Approximately 250 words*)

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

Within a short space of time Lisa had achieved both her Level 2 qualifications in literacy and numeracy. Lisa attributed this in part to the warm and friendly environment in which she was learning and the close level of support she received from her tutors. Lisa also enjoyed the facility to work at her own pace using learning materials that were easy to follow as this was different to her previous experience of education.

For Lisa, some of the other benefits of being on the programme and achieving her

certificates were a sense of being more human and a new-found confidence in her own talents and voice, e.g. she was much more confident in expressing her own views and opinions to friends and family.

Lisa had also become much more aware of the other learning opportunities open to her and had immediately enrolled on a Level 1 iTQ which she hoped to achieve later in the year. In the longer term Lisa was also considering developing her long-standing interest in an access to midwifery course. As a direct result of her new IT skills Lisa was also offered a part time role as an Administrator at the Centre where she was learning. The role was ideal for Lisa in that she could work around her family commitments and through it she feels she has become much more confident and effective in dealing with people both in person and on the phone.

Lisa really enjoys her current job and believes that her qualifications and experience will be invaluable to her as she looks to develop her career, possibly in the area of teaching support, information, advice and guidance and/or counselling.

PART C – DECLARATION

I confirm that:

- The information contained within this proforma is true and accurate.
- Where a participant has been identified as a case study that they have consented to be a case study, that they are aware that the information contained in this proforma may be used by the LSC for publicity purposes and that they may be required to have publicity photographs taken.
- Where a project case study has been provided that my organisation consents to the use of this information for publicity purposes and to taking of publicity photographs.

Please indicate Yes or No in the space provided next to each bullet point.

Print Name: Paul Callaghan

Position within Organisation: Contracts Manager