



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	16/06/10

PART B: PARTICIPANT CASE STUDY

Participant's Name	Catherine Platt
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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 the North West 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.

In November 2009 Catherine was made redundant from her post as a Catering Assistant at Carrington Business Park where she had worked for 3 years. During her career Catherine has mainly worked in catering roles at large employers such as the Inland Revenue and Makro. Linked to her work, Catherine holds an NVQ Level 1 in Catering which she achieved on a YTS training scheme and has regularly updated her Food Handling and Hygiene certificate. These courses and qualifications aside Catherine had no other experience of learning and education since leaving school.

Catherine left school at 16 with no formal qualifications. As a child Catherine had partial deafness which made it more difficult to learn at school and slowed her progress. Catherine also felt that her written communication skills held her back when completing schoolwork and tests. As a result, Catherine's confidence to participate in learning after leaving school was limited.

As part of her personal and professional development Catherine had been keen to develop her IT skills. On being made redundant she therefore sought advice from her Union Learning Representative who referred her St. Antony's Centre.

Catherine wanted to learn IT skills as she felt this would improve her job prospects and after an initial assessment enrolled in a Start IT course. As part of the wider Response to Redundancy programme Catherine was also offered support in on-line jobsearch, completing applications, interview techniques and help with improving handwriting and communication skills. Support was provided on an informal basis at times to suit Catherine's needs to help her progress at her own pace.

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.

In May 2010 Catherine achieved her Entry Level 3 qualification in Start IT. Throughout her time on the course Catherine found the standard of training delivery to be very good and enjoyed the positive and supportive approach she received from her tutors. She liked the structure of the course and the fact that she could vary her times of learning to meet her commitments. She also found the venue and staff very welcoming and this was

helpful to her in terms of developing her own confidence and keeping in touch with the world of work. The opportunity to work at her own pace was another factor in helping Catherine progress successfully towards her qualification.

Catherine received additional one-to-one support to improve her handwriting and interview preparation skills. As a result she felt much more confident in her own ability to communicate effectively. Through use of the internet to renew her Food Handling and Hygiene certificate, search for jobs and complete job applications on-line Catherine has been able to put her new IT skills to practical use and advantage. In this respect, Catherine has also begun using word processing software to produce her own correspondence direct with employers.

In terms of progression Catherine is now considering enrolling on a Level 2 course in Catering once she is back in work as her experience of being on the Start IT course has given her the awareness and confidence to pursue other learning opportunities.

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