



Communities for Work Case Study 1 – Ms D

‘My Mentor has been a brilliant help and has always gone the extra mile in supporting me.....He has really helped me on the path to achieving my career ambitions and without his help, I would have not found work. ’

Ms D has been engaged with Communities for Work since July 2016, and her ultimate career ambition is to work as Air Cabin Crew. Ms D’s CFW mentor supported her in creating a CV specific to a number of industries including travel and tourism, Air Cabin Crew and customer service. He also supported Ms D to create a Careers Wales account so that Ms D could apply for Jobs Growth Wales and apprenticeship opportunities and provided advice on how to complete application forms.

Ms D’s main barrier to gaining employment as Air Cabin Crew was not having a driving licence. This prevented her being able to meet the industry requirements of being within ninety minutes of her base. It was decided to look for employment within the travel sector so that Ms D could gain relevant experience within the sector and to support her to fund driving lessons.

Ms D had completed a work experience with First Choice and was keen to move into travel retail. With barriers to transport, her mentor supported her to attend an open day with Thomas Cook in Cardiff.

Ms D has also received support in dealing with personal debt with the Citizens Advice providing budgetary advice and advocacy to enable Ms D to pay back the debt in more manageable payments.

With the support of her Work Coach, Ms D was placed onto an eight week work placement in a Thomson store and her hard work and friendly personality led to her being offered a contract of employment within the Thomson branch.

Having achieved her initial goal of gaining relevant and valuable work experience Ms D was successful in gaining employment within travel and tourism.

Good Practice

During Ms D’s volunteering placement, she gained valuable experience in dealing with customers, recommending products, dealing with currency transfers and using Thomson’s online checking-in system. This knowledge and experience and an opportunity to showcase her skills led to her gaining employment.