

Case Study 3

Miss C first attended Ely Hub to enquire about training support and was referred to the Skills@Work Project, she was a cleaner and was interested in doing a CSCS card so she could find cleaning work on site as it payed more and the job was in higher demand. Miss C did not have any qualifications and suffered with mental health due to substance misuse that had only recently stopped. She is also a single mother with no family support so needed to work school hours to work around her son. Miss C had no academic qualifications and had low confidence as a result, upon meeting her and going through the enrolment process I could see she was lacking confidence and felt unsure if she could complete the CSCS course successfully. After a lot of discussion and reassurance I had managed to make her feel a bit more confident about trying and she had decided she would meet me regularly to mock tests and would benefit from having a COSH level 2 course as she would be handling hazardous materials.

I asked Miss C if there was any further confidence support she would like to receive but she had been receiving that from her support worker alongside her sponsor from her AA meetings so I did not want to push further support as she was happy with the support she was receiving already. I booked Miss C onto the next available COSH course in Ely Hub and then proceeded to complete CSCS mock tests with her. Miss C passed her COSH Level 2 course first attempt and within a few weeks of practice was passing CSCS mock tests every time with a pass rate of 47/50. Throughout these weeks I could see Miss C's confidence growing each day and she seemed more and more determined to complete the CSCS card so she could work on site. I booked her on to a 2 day CSCS course with ACE Dusty forge and made sure she had everything she needed to complete the course as smoothly as possible.

Mrs F from the Dusty Forge called me on the final day of Miss C's course to tell me she had passed with a perfect score of 50/50 and was extremely impressed with her enthusiasm and keenness to learn. Miss C was very happy and I made sure to let her know how proud and impressed I was with her progress and re-iterated how well she has been doing and that she can achieve her goals with a little practice and belief in herself. I met with Miss C the following week and she had already been offered work through an agency working 26 hours a week on site cleaning, she just needed the necessary equipment to start. I accessed barriers funds and used the Into Work credit card to purchase work boots and trousers for Miss C, those were delivered to Ely Hub a few days later and she started work straight away and was exited off the project.

A few months later I saw Miss C in the local Hub and she was in great spirits. She was still working with AA and had been sober for several months and was still working on site as a cleaner.