

Internet novice Gill finds work online!

Case
Study



June 2010

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A Shropshire woman who had never used a computer before, has got online for the first time to find herself a job, thanks to support from County Training.

Gill Hales, 58, who lives in Shrewsbury, had worked as a senior cleaner for 14 years before finding herself out of work.

Gill said: "After moving to Shropshire I had been unemployed for seven months and I was really keen to find a job."

Gill came to Shropshire Council's County Training on an Employability Skills programme designed for people who want to improve their literacy and numeric skills in order to help them to find work.

Gill, who had never had a CV or used a computer before, also faced considerable health barriers. She suffers with progressive arthritis which means that she faced limitations in the kind of work she could do. Rather than these barriers preventing Gill from finding a job, County Training stepped in to help her to improve her skills and confidence to get back into work.

She took an IT course at County Training through 'European Social Fund Flexible Routeway'. This provides people with the personalised one-to-one support, advice and guidance they need to help overcome barriers to work, and to progress into sustainable employment.

A placement was arranged for Gill on reception at County Training's Shrewsbury base to assist her in building up her administration skills. Following on from here, Gill started looking for jobs online and found a vacancy as a Charge hand for Shire Services at The Guild Hall in Shrewsbury. She was successful in her application and Gill started her role in May this year which involves supervising cleaning, increasing standards and reviewing the current procedures in place.

Gill added: "Without the help and guidance I have received from County Training, I would not have had the ability to apply for my job or the confidence to attend the interview. Coming to County Training has widened my knowledge base and given me the skills I thought I would never have at the age of 58."



Karen has found career change after help from County Training.

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A Shrewsbury woman has found the career change she needed after being made redundant twice!

Karen Harris, 46, from Copthorne in Shrewsbury had been made redundant twice while working as a cable assembler for 8 years.

Karen said: "After being made redundant a second time, my confidence was rock bottom and I felt that I didn't have the knowledge of how to apply for jobs or the skills I needed, such as IT. I really wanted a complete change in career, but wasn't sure how to achieve this."

In January 2010, Karen was referred to County Training by Jobcentre Plus on the Employability Skills Programme. This programme is designed for individuals wishing to improve their literacy and numeracy skills, to assist in finding sustainable employment.

During her time with County Training, Karen achieved an ASDAN (Award Scheme Development and Accreditation Network) Employability Skills Award, which covers such topics as teamworking, communication, telephone and interviewing skills and CV and letter writing. Karen also achieved City and Guilds Level 2 in Literacy and Level 1 in Numeracy.

With County Training's continued assistance, Karen applied for a position as a Nursery Assistant at Priory Lane Nursery in Shrewsbury and successful in her application, she started work in May 2010.

Karen commented: "I am so glad that I came to County Training. I have gained so much more confidence now and I have got more get up and go. The support I received in gaining my literacy, numeracy and Employability Skills award has helped me to get the job I have always wanted."