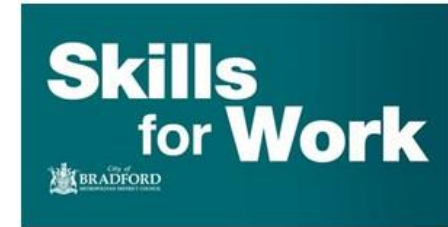


Appendix 3 - Service Testimonials and Case Studies

Case Study - Aleena Gul
Administrative Assistant – Bradford Council
Business Administrator Level 3



Why did you choose an Apprenticeship?

I didn't know much about it but knew it was another option to develop and earn a qualification. I had to do some research about it and decided it was a path I wanted to go down. I like the idea that you are able to work, get paid for it and earn a qualification at the end.

How have you progressed or plan to progress following your apprenticeship?

I have secured a permanent position within the council after completing my Level 2. I am currently working on my Level 3 apprenticeship and I am close to going to End Point Assessment. I found the level 2 apprenticeship very rewarding and found it much easier because of the dedicated tutors from Skills for Work which helped me throughout my qualification.

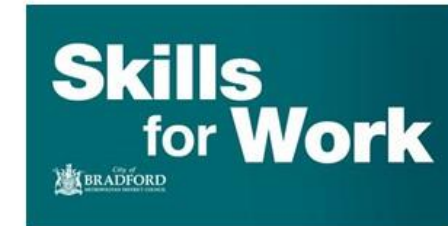
Would you recommend an Apprenticeship to others?

Yes, I would recommend an apprenticeship especially with Skills for Work. An apprenticeship is a great way to develop your interpersonal skills and helps you to get on the employment ladder which allows you to move up in an organisation to where you want to be.





Case Study - Ciara Standhaven
Bradford Teaching Hospitals NHS Foundation Trust
Currently studying Customer Service Practitioner Level 2
with Skills for Work



Why did you choose an Apprenticeship?

I chose an apprenticeship as I am a hand on learner; I have always preferred to learn on the job rather than in a classroom. Apprenticeships are an amazing way to find yourself and to find the career you want!

What has been the most rewarding part of your apprenticeship so far?

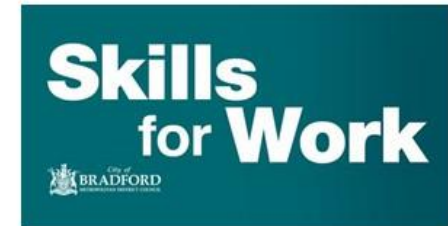
To me the most rewarding part of my apprenticeship has been how much I have grown in my role and myself since starting the apprenticeship. I have come a long way with my work and it has helped me figure out so much about where I would like to work etc.

What have you taken from the apprenticeship so far?

The apprenticeship has helped me develop on skills I had already started with but has also helped me develop new skills. I have learnt how to deal with different scenarios and it has helped me become ready to face difficult situations in the future when I am qualified.



Case Study – Sophie Kitson
Bradford Council
Apprenticeship – Business Administrator Level 3



Why did you choose an Apprenticeship?

I believe this is the best way forward to refresh my skills and progress my career.

What has been the most rewarding part of your apprenticeship so far?

I have found the whole experience rewarding, as I have got to collaborate with others and reflect on how well I do my job.

What have you taken from the apprenticeship so far?

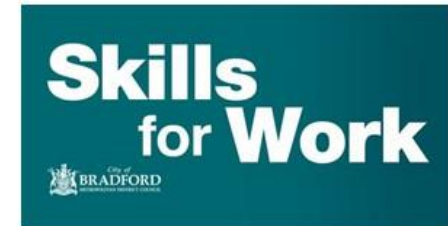
My confidence in my abilities has improved and I have learned or refreshed many other skills and knowledge such as:
Different types of organisations, external factor impact, using GANTT Charts and my delivery of presentations

Would you recommend an Apprenticeship to others?

I would recommend doing an apprenticeship, as the on job learning element is crucial to understanding and applying what you are learning in real life



Case Study – Anthony Holdsworth
Bradford Council – Neighbourhood Warden
Apprenticeship - Public Service Operational Delivery Officer Level 3



What has been the most rewarding part of your apprenticeship so far?

Meeting the other learners on the course, getting to understand their backgrounds and having great tutors who explain the knowledge very well. Also, starting to study again I'm really enjoying it, it is reenergising me.

What have you taken from the apprenticeship so far?

Gaining a greater understanding of GDPR, Diversity, how organisations work etc. This has been great seeing how it has to be implemented in to work life

Would you recommend an Apprenticeship to others?

It gives you a great start to employment/career. You get to work, get paid and also study at the same time while improving your chance to progress in your career.



Family Learning, Learner “L” – “My Story”

I am from the Middle East. I started my journey of education when I came to UK in 2007.

I started studying from low levels as low as entry levels. I studied English from entry level three then progressed to level one. I did a variety of different subjects like level one in health and social care, level one in childcare, level one in ICT . I was looking for my path and which direction I should take. I never gave up on myself. Along the way I used to hear lots of discouraged voices but it never stopped me. I kept going, till I found the right direction.

I started doing level one in interpreting then level two and three. I was hoping to gain my level two qualification so desperately in English, I tried to go to a College but there was no space in the day so they have decided to put me for evening classes, I couldn't because of family commitments. I had found another class offering level two in English, I couldn't finish it because of health issues. I was so eager to do level two, I went and did an Access course in Art and Language with Open University, but I was still looking for a place to offer level two in English. I will tell you the reason why - everywhere I went they were asking for qualification in English, any kind of job, "how good is your English?" .

I was looking to do it online, then Ley Top primary school started running Functional Skills in English, I was over the moon, at last my chance to finish what I have started. I went for it and finished my level two in English with Skills for Work.

The course environment was amazing , you could get all the support and advice you needed. I have enjoyed every minute, I have met great people. The tutor was incredible, so patient, always ready to help and direct all the time. The atmosphere was fantastic, safe. friendly. The way was full of trials and challenges , it was never easy. There were days I nearly gave up but despite that I have kept going. Like everybody I have family responsibilities and children to look after.

I want to tell you the best part, after I have finished level two in English, I created my own CV. I decided to upload it on a website called proze.com. I was so excited about my CV, the great news kept coming in, I was offered roles... but there was one more step to take. After finishing my level two in English, I have decided to go for the big dream, which is level six Community Interpreting. I applied for it but the costs of the course were so expensive, I couldn't afford to pay. I decided to apply for a grant but they needed a reference. I decided to ask my level two English teacher, from Skills for Work. She agreed straight away, what a wonderful person . The reference that she wrote was fantastic and I am now enrolled on the course. It has taken me 14 years but I have got to where I want to be.

Skills For Work



Family Learning Case Study – Learner “M”

Course studied with Skills for Work?	English Level 1&2
Where did you study with Skills for Work?	I studied in school and from home, working on online classes.
Why did you choose Skills for Work for your course?	I chose Skills for Work, to improve and get back into my education. At a young age I had to drop out of education for personal reasons, which I missed out on studying.
What have you taken from the course/training so far?	From this course I've taken more than I expected. Not only knowledge wise, but also in myself. The lack of self-esteem I had, I've become more confident in speaking out in the class, understanding more in punctuation ,spelling and grammar. Also I have met beautiful and inspiring ladies, from different backgrounds but all aiming for the same knowledge.
How have you progressed or plan to progress following your course?	Currently I'm working in a primary school, as a LTS. I would like to work alongside children in a classroom, who need to work more independently in their education.
Would you recommend Skills for Work to others? Please explain why	Yes, I would recommend Skills for Work to my other colleagues and friends. When I started this course, I had basic knowledge of English and Maths and less confidence in myself. I could read but didn't understand any advanced words, even though I'm still learning new words and their meanings, too much knowledge to access. This course gave me more interest in studying and learning more in English .
Any additional comments	I would like to say Thank you to my tutor not only she is my teacher in English but also as understanding a friend as I could ask for. She always encouraged me in my low days ,when my anxiety was on higher level. Any work which she gave us I didn't understood, she broke it down for me ,so i knew what I had to do .