

## Client's Story

J had spent most of her working life in retail. For many years she was self employed, working with her husband in his retail business, looking after the shop, ordering goods, dealing with suppliers and customers.

After her children went to secondary school J decided she wanted to return to work, but to do something different from retail. She had always enjoyed working with figures so she undertook a series of courses in book keeping and accountancy to gain practical qualifications to Level 2. She accessed advice and information from Nextstep about qualifications relevant to her plans and she also took ICT courses to update her computing skills and gain qualifications she thought would help her with jobhunting.

She attended Confidence Choice and Change workshops at Learning Curves and by March 2006 felt that her learning and preparation was complete and was starting to look seriously at vacancies.

She returned to Nextstep for advice on preparing a cv and identifying skills and qualities, based on her previous experience and on her newly acquired skills. In March she made contact again for advice on tackling different styles of application forms, including competency based. She was applying for a range of opportunities including data entry, and customer service in banking.

J is now working for a department of the Home Office. This is a temporary eleven month contract. She describes her duties as being those of an administrative officer and she is also applying for another permanent post with the Home Office.

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She is also continuing to progress with learning and starts a Level 3 course in accounting in September 06.