

Learner journey: Robert, 17



SCHOOL

Left school with no qualifications, unable to read.

HOMELESS

Out of work and homeless, sleeping in hostels and on friend's floors.

THIRD SECTOR

Referral via Connexions. Felt attracted by this small provider and friendly tutors.

Received EMA, which was key to his decision to get back into learning and trying to find work.

COURSE

Adult Literacy L1, Numeracy L1 & L2. Provider staff were encouraging and approachable, looking out for students.

OUTCOME

Gained confidence and was proud that he had gone from "nothing" at school to achieving qualifications.

Found work.

"I thought 'What's the point of going back to how it used to be and being lazy, not having a care in the world what time I get out of bed?' The course kept me on the straight and narrow."

Learner journey: Karen, 49



DISADVANTAGE

Unemployed for 3 years, claiming Income Support; lone parent.

THIRD SECTOR

Jobcentre referred her to a third sector provider, where advisors helped her identify her goals and skills needs.

SELF-DOUBT

As an older learner, she was concerned whether she would make the commitment and finish the course.

LEARNING EXPERIENCE

L1 Entry to Employment course, fully funded.
Flexible course dates, personalised support, and help with travel and childcare costs were key.

OUTCOME

Improved confidence and ideas about future employment.
Now working in a sustainable full-time job in the community work sector.

"The tutor was very encouraging. If she saw someone would struggle she would encourage them to do it with someone else, and do pair work. The tutor seemed to find strength in every person."

Learner journey: Ryan, 18



DISADVANTAGE

Has a learning difficulty and/or disability. Left school in year 12.

COLLEGE?

Failed to secure a place at an FE college.

THIRD SECTOR

Friendly environment, small classes, frequent one-to-one reviews, approachable tutors.

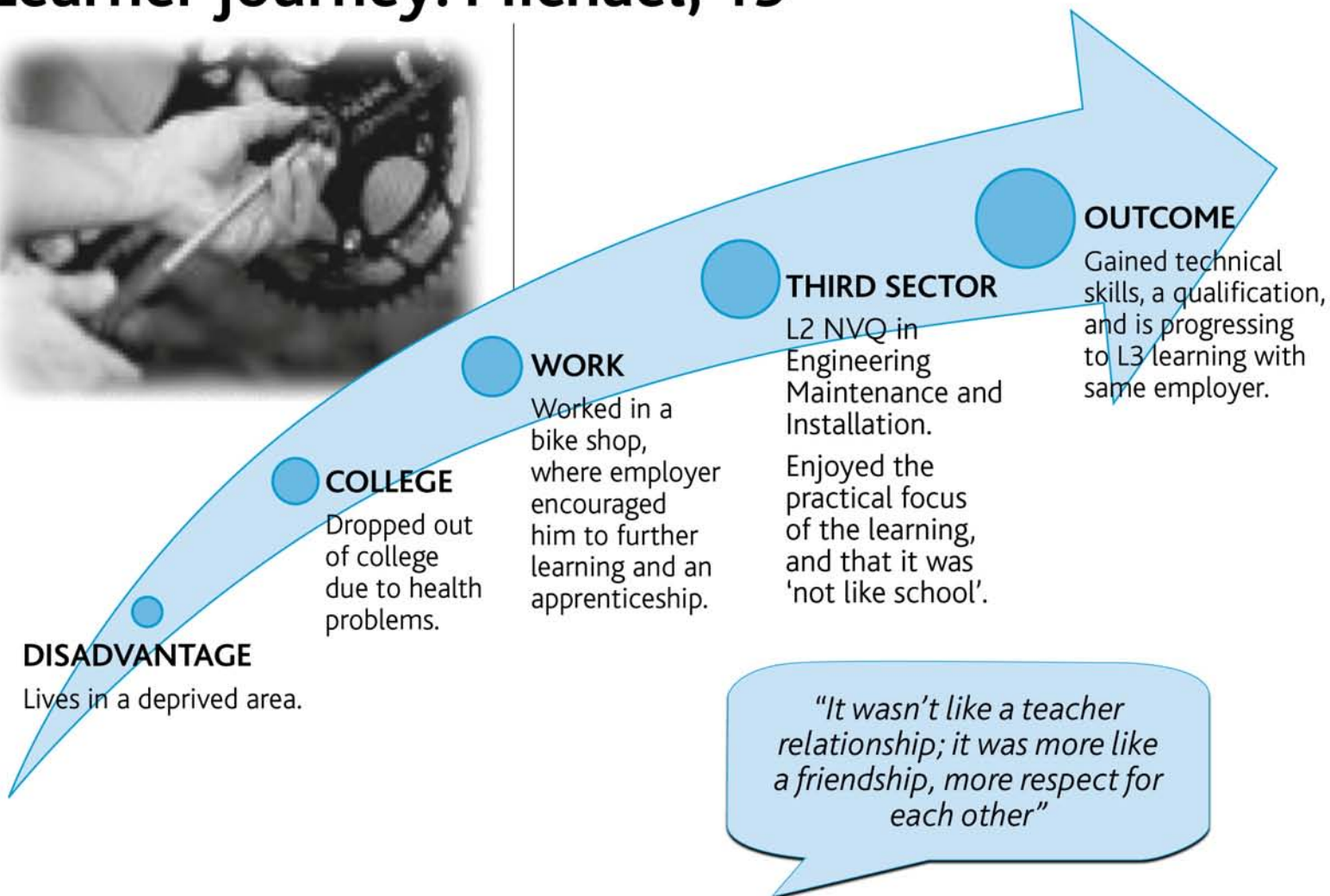
LEARNING EXPERIENCE

Entry level Literacy & Numeracy, horticulture skills, health & safety.
Work placement in provider's social enterprise.

OUTCOME

Course made him feel more positive about doing more learning, improved confidence, practical skills.
Has completed another course and plans further learning.

Learner journey: Michael, 19



Learner journey: Emily, 22



SCHOOL

3 GCSEs, E and F grades.
Found it hard to keep up
and concentrate.

WORK

Part-time and temporary
jobs in shops & catering.
Wanted something more
stable and long term

COLLEGE?

But it was
expensive, and
full-time so she
couldn't work.

THIRD SECTOR

NVQ Level 2 in
Childcare.
Developed Key
Skills, confidence,
and qualification
needed to work in
this field.

CURRENTLY EMPLOYED

Working in a nursery,
which she sees as
the start of a career.
About to start L3
NVQ with same
Third Sector
provider.

*"People might say it's like going
back to school, but it really
wasn't. Yes, we had to work,
but they made it feel easy and
straightforward as well".*