



"The feeling of relief and achievement as a result passing the exam was a huge boost for my self-esteem"

"I used to keep my feelings to myself, bottle them up. But now I am being honest about my issues"

"these sort of workshops help to prepare me as a parent as I want to both help her as much as possible prior to starting school"

"I now know what an employer will be wanting to see when I am applying for their available roles"



"these sort of workshops help to prepare me as a parent as I want to both help her as much as possible prior to starting school and with her homework once she does start"



"I would recommend an apprenticeship for anyone working in the Council to grow and develop"



"Really useful course; thank you"

"my tutor is always really positive"

"Thanks to this course I am determined to learn higher AAT level and change my current job career"



"it has been amazing in raising my confidence and encouraging me to seek employment"

"Just wanted to say thank you for a great session this afternoon learning about First Aid"

Impact Report 2020/21

"I know I now have several necessary skills which I can apply to so many areas of my life, using maths for my own needs, at work and for helping my children with their own learning and homework"

"very useful in getting objective and helpful advice on improving my CV and increasing my chances of getting a job!"

"I enjoyed the course and it felt good to receive a certificate so I can show what I have managed to achieve"



"I really enjoyed work experience and I am looking forward to my next one, maybe I can even get paid work in the future"



"I wanted to do something extra alongside my job role to challenge me, keep me thinking/learning and this was perfect as it did just that and I've now also gained a qualification too"

IMPACT REPORT 2020/21

This report presents a series of case studies that have been collated to provide evidence of impact on improving outcomes across the various aspects of service delivery. These case studies are a supplement to the data and text contained in the Self-Assessment Report 2020/21

ASPECT OF PROVISION : 16-19 STUDY PROGRAMMES including LEARNERS WITH HIGH NEEDS	
Ref	Detail
YP1	<p>Kieran's hard work 'pays' off!</p> <ul style="list-style-type: none"> • Kieran is in his third year at YPLP and is on a Pathway to Employment study programme. During his first year he lost his way a little and his behaviour became very concerning which had a detrimental effect on Kieran's learning. With support, Kieran overcame these barriers and his attitude changed into a more focused and disciplined one. Kieran set himself some goals and set about working towards them in a determined way. Kieran's hard work paid off and he achieved his English Level 2, Maths Level 2 and Digital Technologies Level 3. • Kieran's goals for this year were to move onto paid employment and to improve GCSE grades. He has already smashed his goal of paid employment as he has been offered a contract at Primark where he works on Saturdays. Once again this is down to Kieran's efforts as he proved to Primark what a hard-working young man he is. • After overcoming difficulties with gambling, Kieran with support from staff has turned his life around which includes losing weight! He has managed to cut back on energy and sugary drinks. Kieran, like everyone else, felt it difficult to adjust to new ways of working during the Covid-19 lock down. Kieran was thankful YPLP was able to offer Zoom lesson teaching as well as regular welfare calls twice each week. • When Kieran came back in August, he realised that time was short as he was in his transition year. He decided he had studied enough on Maths and English and needed to focus on Employment. Together with the Employment team and support staff Kieran applied for a position as an Activity Coordinator at Country Care Home. He revised for his interview thoroughly and was offered a position after negotiations with Manager and Employment Officer. Initially it was going to be an Apprenticeship but after careful consideration and two weeks induction training Kieran decided to take a paid contract that was offered. • Unfortunately, due to the pandemic the position at the care home didn't work out due to funding, but this didn't put Kieran off. He put his mind to finding another role and after applying and having an interview he started a new job. Kieran is working for Sky TV and currently doing 7 weeks training and he's received his first pay slip. • We are looking forward to Kieran coming back as an ambassador of YPLP at taster sessions for potential new students.
YP2	<p>"YPLP Staff Support Learner During Lockdown"</p> <ul style="list-style-type: none"> • Stuart started with YPLP in 2019. He was struggling with mental health issues and OCD and found it hard to concentrate in lessons. Before Lockdown Stuart was struggling with his relationship with his parents and he was using alcohol as an outlet. • YPLP staff put strategies in place to support Stuart with his mental Health and OCD. These strategies included staff chats on arrival to discuss any problems, set times for leaving the classroom, meetings with parents and keyworker support. With these strategies in place, he was only missing 10 minutes of each lesson and was completing all work set. Stuart was also set up on a work experience placement due to his interest in art at a local Tattoo shop. • During lockdown, staff at YPLP would have regular contact with Stuart and his family. He had several admissions to hospital due to alcohol and drug related issues; his family was worried. Stuart was offered a place at YPLP during lockdown as we felt this would be a big support for him and his family. We did individual lessons with him about the effects of alcohol and some work around relationships as this was the route of the issue. • Stuart was admitted to hospital again, and staff spent some individual time with him explaining the risks and dangers of admission to hospital during Covid. Stuart felt remorseful and, with support from YPLP staff, he wrote a letter to the Hospital to apologise and thank the nurses for their

	<p>support. Stuart received a letter back which he was delighted with.</p> <ul style="list-style-type: none"> • Slowly we saw less and less cases of him abusing the use of alcohol and he would talk freely about how he felt. Stuart turned a corner and engaged in all lessons and came to YPLP with a smile on his face, if had any issues he would talk to a member of staff and contact with parents became positive. • Stuart has been supported to find paid employment. He tried landscaping and construction which were not successful and with support from the employment team he considered his options and what he wanted from a job and decided that he would like a job where he made a difference. Once he had made this decision, he was supported to apply for jobs in the care sector and was successful in securing a position. He has now left YPLP and is thoroughly enjoying his new role.
YP3	<p>“Jordan's transition to adulthood”</p> <ul style="list-style-type: none"> • Jordan joined YPLP in 2017, after leaving Tollbar College as he did not think this college was suitable for his needs. Jordan has Autism along with social and emotional difficulties. Initially he was quite reserved and shy, 3 years later he is a very well-liked and bubbly individual. • Jordan joined YPLP having no qualifications in Math's and English. However, in the years he has been with us he has made fantastic academic progress, having achieved a GCSE in Math's and a Level 2 in English. In addition, he has completed his First Aid, City and Guilds in Customer service and has developed his life skills through the Preparing for Adulthood curriculum. An excellent achievement!! • Jordan has completed various work experience placements since being at YPLP such as, Morrisons, WHSmith's and prior to lockdown Jordan was working at a local Newsagents, where he was offered a few days paid work over the Christmas period. Unfortunately, Covid affected Jordan's progress in this placement. He was desperate to increase his independence and was extremely proactive in looking for a job. In January 2021 he was offered a full-time permanent position at Wolds Manufacturing. • Jordan has now completed his transition from YPLP into full time employment. An inspiration and a great example to other learners.
YP4	<p>“Kyle's placement with Global Educational Trust”</p> <ul style="list-style-type: none"> • Kyle is a talented young person who enjoys art. He is currently writing and illustrating his own book and he is hoping to get it published in the future. He works hard at YPLP, he is keen to learn, and he always produces work to a good standard. • At his advice and guidance interview Kyle said he would like to gain paid work. We discussed how this could be achieved and agreed that work experience would help him to get the work-based skills required to help him accomplish this goal. As soon as things opened up after lockdown and after a successful interview Kyle secured a placement in a charity book shop in Boston. • Kyle was extremely nervous on his first day and required close supervision from his job coach. Kyle quickly demonstrated his ability to learn new skills and completed tasks to a good standard. Kyle is developed good working relationships with his colleagues and has become a valued member of the team, he works well, is keen to learn and is thorough in all he does. • As he became more familiar with the role and the GET shop team Kyle started to develop his independence and job coaching was reduced. Through Kyle's initiative he volunteered to undertake another day per week as through discussion with his colleagues he became aware they needed someone to help on a Tuesday morning. He started his extra day on 15th June 2021 without additional support from his job coach. The manager reports she is delighted with Kyle's progress and comments how quickly he is able to learn new skills. • Kyle is now completely independent in the workplace with just weekly pop in visits by the job coach and looking for paid work is his next step.
YP5	<p>“Building my confidence and gaining paid employment from a work experience placement at Tesco”</p> <ul style="list-style-type: none"> • Oliver joined YPLP in October 2019. He was very keen to improve his functional skills grades and be supported to develop his work behaviour to enable him to and gain full time employment in the retail sector. Alongside this work, Oliver has been able to achieve Health and Safety, Food Hygiene Level 2 qualification, Digital employability and is currently working toward gaining his customer service qualification • When Oliver started YPLP he was working part-time as a pot-washer; a position he gained from his brother working there; no formal interview or application process was followed. Throughout his employment Oliver has had various challenges which over time knocked his confidence and he struggle to comprehend that he could get employment in the retail sector. • Oliver has undertaken 2 work experience placements firstly at a local Museum where he was supported to develop and understand his personal work behaviours and their impact potential employment, being supported to identifying the positive and negative behaviour and how these can be

	<p>adapted to suit the work environment. The Museum placement was a very positive experience and Oliver was able to understand the criticism regarding his behaviour and implement changes quickly</p> <ul style="list-style-type: none"> • Oliver undertook 2 placements at Tesco where he was able to manage his work behaviour much more positively from the beginning with prompts initially from the job coach and then the mentor when a behaviour/opinion was unacceptable, by the third week of placement Oliver was meeting all the job task with limited support and no issues or concerns around behaviour or inappropriate opinions. Job coaching was reduced throughout the final weeks to enable Oliver to demonstrate his abilities independently. During the 4th week Oliver was supported to apply for a part time paid position and was supported with the interview process although he attended the interview independently, feedback from Tesco staff was highly positive and Oliver was offered the position on completing of his 6 week placement within the store. • Throughout his time at YPLP Oliver has been supported to build self – esteem through taking part in activities outside YPLP including the FEAL therapeutic programme and various community projects. Oliver has had a very positive and encouraging attitude throughout his time at YPLP and we wish him well in his career. Oliver said <i>"I am very grateful to YPLP and Tesco, who have encouraged me to pursue new potential job and a future career and for that I have been most grateful. I wish to continue at YPLP for a long as I am able to attend and better myself, as they have never lost faith in me and continue to support me"</i>
YP6	<p>“Gaining paid work”</p> <ul style="list-style-type: none"> • Louis has been at YPLP since August 2020. In the past we have had behaviour issues with Louis shouting out inappropriate comments and displaying inappropriate behaviour. Since the Christmas break and the learners coming back on-site Louis has improved his behaviour, he has adopted a more mature demeanour and has acted as expected in the classroom. He is helpful towards his peers regularly and will help explain tasks to them for them to understand. • The Employment team have been supporting Louis to improve his employability skills. He managed to secure a weekend job marshalling at some Go Karting racetrack earning himself a small amount of money over the weekend. • He has had two interviews in the past 2 weeks one for a scrapyards near his home and one at a Nissan garage in Lincoln. He has been asked to go back to Nissan for a test day to see how he would get on in the role he has applied for. Louis is very excited about this as cars are a big interest in his life.
YP7	<p>“YPLP Staff Support Top Quizzer Nick!”</p> <ul style="list-style-type: none"> • Lockdown was difficult for some of our learners due to not having regular interaction with others, missing the social side of YPLP, being stuck in the house, missing the routine etc. This hit Nick hard as he loved coming to YPLP specially to laugh and joke with the staff and other learners. We missed that big booming smile too! Although we offered Zoom sessions to Nick, this wasn't quite enough to support him, so we arranged to call Nick twice a week to check in on him and to see how he was doing. Nick interacted with the tutor Jimmy extremely well. • His mum said <i>"Nick doesn't speak to people on the phone much at all. We have a small family, and he doesn't even talk to them that much. However, he really enjoys talking to you and looks forward to your calls. This is such a positive for Nick and such a confidence builder."</i> This was lovely to hear and just shows something as simple as a phone call can make such a difference to a young person's life. • As we went further into lockdown and learning from his mum how much Nick enjoyed quizzes, YPLP staff asked Nick if he could do a quiz for one of their Zoom sessions. Nick was very excited about this and produced a quiz containing a fantastic selection of challenging questions which the contestants thoroughly enjoyed doing. This gave Nick a wonderful purpose and feeling during lockdown and he was extremely happy to be given this opportunity. Thanks Nick!
YP8	<p>“Owen’s work placement at Fantasy Island”</p> <ul style="list-style-type: none"> • Owen joined YPLP in September 2020, after studying at The Grimsby Institute. Owen is a polite and mature learner who is a pleasure to work with. Owen has interests in anime, heavy metal music and gaming and is an avid festival goer. Working towards Level 2 in Maths and English, he is a focused learner who is able to work independently but is confident to ask for support when required. • Owen has become an active member of the YPLP Student Union. This involves attending online meetings with learners from other sites via Zoom, fortnightly to discuss various aspects of college. This has provided Owen with the opportunity to suggest new ideas, voice his opinions and build new relationships. During this time, Owen has been voted Student Union Prefect in which he is required to act as a role model for all the students

	<p>in the college and aim to maintain an atmosphere of friendly cooperation, peace, discipline and unity.</p> <ul style="list-style-type: none"> • Within the last month, Owen has started a work placement at The Fantasy Island Theme Park, Ingoldmells in which he is taking part in a variety of public facing roles. These have included working on the rides, exchanging cash in the arcades and cleaning. He is enjoying the new challenges each week and his employer has already said there is a potential for him to be taken on in a paid role at weekends. • With aspirations to study Computer Science at University, Owen is in the process of researching the options available to him post YPLP. We are ready to support him along every step of the way for him to continue to do great things...
YP9	<p>"Quality time during lockdown"</p> <ul style="list-style-type: none"> • Joshua attended YPLP during Lock Down; however, during this time he was quite anxious and struggled to communicate his feelings. He tends to not talk if the room becomes too noisy or busy but will sit very still and not move for hours. Joshua can communicate through blinking hard for yes and harder for no, or he will move his hands in a gesture to say he is not sure of something or a situation. • Throughout Lock Down the classes were considerably smaller and quieter; this gave Joshua confidence to get to know the staff on a one-to-one level. It also gave staff an opportunity to understand Joshua on a different level. At first, we tried some Lego therapy, and this helped his key worker to begin to build a bond with him; Joshua began to relax and trust her and gradually began to laugh and talk. Within a few weeks Joshua started to open up and as his key worker shared stories of her own escapades he began to also share anecdotes of his own. • Joshua has benefited from being in a small group and staff have had the pleasure of learning more about him. He has started to feel more comfortable using his voice, he knows that staff are here for him and have time to wait for his response.
YP10	<p>"Jay's positive change in perspective"</p> <ul style="list-style-type: none"> • Jay began day 1 at YPLP with a point to prove, thinking this place would be like previous schools he has been in, full of shouting, restraint and isolation. On his 2nd day, Jay made a choice to come in without the distractions of day 1 and talked with staff to gain a new perspective of what education could be like for him. From then on, Jay has gone from strength to strength in demonstrating what a considerate, sensible and likeable character he is. He has put trust in staff and learners and is open in discussions about his experiences, voicing his frustrations instead of acting out. His input in class discussion is thorough, logical and expressive. He is conscious of the effect other people have on his behaviour and is actively working to better himself. • Jay's recognised achievements have given him the motivation to reach higher and aim to be a fitness instructor, for which he is looking forward to starting work experience with the employment team in the near future.
YP11	<p>"Sophia has started her placement at Sheepgate Equestrian"</p> <ul style="list-style-type: none"> • Sophia joined YPLP in August 2020 from Boston College and is studying towards Entry Level 3 in English and maths. When she first arrived at YPLP she presented as withdrawn and offered very little communication, she was difficult to engage and had little interaction with learners or staff. • As the year has progressed Sophia has gradually let her guard down and started to let others in enabling her to develop her confidence and create positive relationships with staff and peers. • At her Advice and Guidance interview Sophia was very clear she would like to work with horses as she has some experience of working in this area and it something she really enjoys. Working with her, the employment team approached Sheepgate Equestrian, an established equestrian centre which regularly holds events and competitions that are of an extremely high standard. The owner Sarah offered Sophia an opportunity of a placement and it was agreed that Sophia could start on 4th June 2021. On her first day Sophia was extremely nervous, and her confidence dipped. However, when she arrived Liz and the team were extremely welcoming, and Sophia quickly settled. • Sophia has demonstrated she is willing and able to undertake all tasks asked of her and complete them to a good standard. She has started to show initiative and will find a job to do if she has completed the ones given to her.
YP12	<p>"Supported Internship – work placement progress at Poplar Farm School."</p> <ul style="list-style-type: none"> • Nathan has completed a placement at both St Francis School and Grantham Tennis Club as a kitchen Assistant which has help him gain the skills needed for his current placement at Poplar Farm School. Nathan struggled with the pace of the school kitchen initially and was supported for the first 6 weeks with a job coach • During his November Review, John, the head chef was very impressed with his commitment to the placement and the progress Nathan is making.

	<p>He is now doing general kitchen routines without needed prompting or support and has improved his knife skills and overall understanding of kitchen prep and is making fresh bread independently on a daily basis.</p> <ul style="list-style-type: none"> • Nathan has successfully completed travel training to and from home and placement. With the support of mum, he arranges his call connect transport on a weekly basis and takes personal responsibility of informing the chef if he needs to leave a little earlier due to bus timings. He is still a little shy and continually struggles to communicate with unfamiliar people outside the kitchen area, but in the kitchen environment he is much more confident and not only communicates with the kitchen staff but with any member of staff or children the chat to him. • Nathan has been able to demonstrate over time that he is now able to meet most of the Kitchen Assistant criteria with the head chef continuing to support him in developing certain areas, with a view to Nathan gaining paid employment within the Popular Farm kitchen once a position arises. Staff at Poplar Farm is very supportive of Nathan, they are very pleased with his progress and view Nathan as one of their team members.
YP13	<p>“Callum having positive work experience placements”</p> <ul style="list-style-type: none"> • Callum joined YPLP in 2019 after leaving College with a handful of qualifications. He was very keen to improve his Math's and English but was very hesitant about undertaking work experience as both his previous experience had been very negative for him. He was adamant that he was not going to enjoy placement and that he would go but only for the shortest time needed as part of the course • Callum is very interested in History and his first placement was at the Sleaford Museum, a very small place where he could be fully supported in a non-pressured work environment. The placement captured Callum's interest and he was keen to learn, and support visitors to learn Sleafordian history. During his first day Callum was answering visitor's questions, and confidently conversing and completing tasks with the other volunteers. At the end of the shift Callum was delighted and wanted to go by himself the following week, YPLP however supported Callum for 4 weeks gradually with drawing Job Coaching from week 2. Callum really enjoyed this placement and completed 12 weeks in total with a glowing final review regarding time keeping, presentation knowledge and keenness to undertake tasks however it was identified that Callum needed to work on his confidence with customer interaction as he would not initiate any communication in the museum but would engage fully if spoken too. Of his experience, Callum said <i>"I really enjoyed work experience and I am looking forward to my next one, maybe I can even get paid work in the future"</i> • To support him to develop his confidence with customers, Callum's second placement was at a local charity shop. He was job coached for the first 5 weeks but initially struggled to communicate with customers. However, he quickly excelled in all other areas; communicating with Charity shop staff, working the till independently, other day to day tasks and selling the charity shop raffle tickets. • Throughout lockdown YPLP placements were put on hold however Callum contacted the manager at Sense independently and as a result, directly volunteered at the shop during the lockdown period. He enjoys the role so much he now is hoping for a part time paid job in the retail sector. Callum's mum is so proud of his achievements she said: <i>“Callum's attitude at home has changed so much for the positive since joining YPLP especially since starting his placements we were very cautious about at first as Callum's pervious placement experience with his previous provider was very negative and it has a negative impact on our overall home life, this time it's been the total opposite Callum is very positive he is becoming very independent at home getting himself up and ready for YPLP and placement and even prepares his own lunch and snacks or ensure he has money in advance. Thank you”</i>
YP14	<p>“Requesting more hours on my first day - Achieving Great Things”</p> <ul style="list-style-type: none"> • Jazmin came to YPLP Ruskington in August 2020, a very shy and anxious young lady. Jazmin has had to deal with very emotional situations at home. Despite this, Jazmin has settled in very well. She lives in Sleaford and has to get the train for her education days. She was very nervous about getting the train on her own to begin with, so she was supported by a Job Coach with travel training. Over a short period of time, travel training was withdrawn, and Jazmin now travels independently. • Jazmin has a clear understanding of her own career pathway within the childcare industry but unfortunately due to Covid 19 this option has been delayed. This did not deter Jazmin however, and she has started a placement at Sense in Sleaford. Initially we felt that Jazmin would need support to access her placement independently, but this was able to be withdrawn quicker than expected. Once again, Jazmin has shown her determination to fight her anxieties head on and even on the first day at placement, asked the manager if she could come in on an extra day to help out. The manager was delighted and said she <i>“wished she had 20 more like Jaz”</i> Jazmin's first day involved till work, serving customers, tagging clothes, (she was most impressed with that one!), re arranging stock and pricing Not a bad first day!

YP15	<p>“Academic progress Made- Time to move on”</p> <ul style="list-style-type: none"> • Ellis started with YPLP in 2018, as a young man with a passion for computing and needing support with his anxiety, relationships, and education. He worked steadily throughout the years and has completed a range of qualifications including customer service, first aid and digital employability. At the same time, has been supported with his mental health, budgeting and finance and moving into independent living. • Ellis found this year a struggle with lockdown, living alone and restrictions. Ellis worked throughout the pandemic at the local Spalding Morrison’s, but he found it hard to keep a routine, as his shifts changed and would often miss Zoom lessons due to over-sleeping. Ellis has since turned this around and has worked hard and overcome his issues at work with the support of the Employment team, and has attended YPLP once a week, when not working, even if he needed the occasional wake-up call from staff! • Ellis has worked so hard during his lessons and has overcome his exam anxiety and passed his Functional Skills Level 2 maths and Level 2 English Reading and Writing papers. He has also passed his Speaking and Listening task, working towards this out of lessons to complete all the elements on time. • Ellis has done an amazing job this year and has now gained entry to Boston College to continue his education in computing. He has impressed all staff with his ability and enthusiasm and has grown into a mature, pleasant young man - it has been a pleasure to support him on his life journey.
YP16	<p>“Making the most of every opportunity”</p> <ul style="list-style-type: none"> • Harley started at Spalding YPLP in August 2020. He struggles with anxiety and self-esteem but has proved himself to be a real fighter, facing his barriers head on in order to make progress. YPLP have supported him in these challenges by providing 1 to 1 support, a listening ear and lots of employment advice and practical help. • Harley has started the Steps 2 Change programme and is finding it very useful. He says <i>“I used to keep my feelings to myself, bottle them up. But now I am being honest about my issues and the lady I am talking to is helping me to come up with some strategies, so I don't feel overwhelmed.”</i> • Harley has been getting lots of paid work during lockdown and is now working with a house removals firm, and with a building company. He is progressing in leaps and bounds with his Maths, <i>“I am using Maths every day in my job!”</i> he often says. Not only has he recently passed his L1 Functional Skills Maths, but the YPLP tutor says he is always keen to tell her how he has actually used what he learnt in class e.g. the course is currently looking at units of measure and Harley has been applying these skills when measuring the area of rooms and windows. Last week he had been given the opportunity to fit a window into a house. He had taken a photo to show people at YPLP and said he was really proud of himself, as it involved lots of measuring.
YP17	<p>“Overcoming challenges during lockdown”</p> <ul style="list-style-type: none"> • Jon is a transitioning learner and has been at YPLP for two years. He has found this year particularly difficult as it is his final year. He struggles to cope with the future and the topics covered in PfA are a cause for concern for him. However, since September he has managed to build trust and relationships with a core team of staff. This support network has allowed Jon to feel safe and secure and has reduced challenging behaviour, increased attendance, and productivity. • Despite this turn around, Jon has struggled considerably during the most recent lockdown. He rarely leaves his room and does not interact with his peers. He has struggled with the thought of possibly never returning to YPLP due to his age (soon turning 25). He has struggled with concerns over COVID-19 and testing which has not enabled him to come on site. Jon has been supported in recent weeks with the use of 1:1 sessions with support staff, work being sent home and group based Zoom sessions although he has struggled to engage with group work • To support him in overcoming his struggles and to gain a sense of achievement it was agreed he could undertake his Food Hygiene qualifications online. It is pleasing to say he has now passed a Level 2 in Food Hygiene and is now working towards an Employability qualification. The employability team is working closely with Jon and an employer to support him to transition into a catering-based role after YPLP and this is a real breakthrough for Jon as he has always struggled to look to the future and adult life.
YP18	<p>“Lack of purpose and direction – A new focus!”</p> <ul style="list-style-type: none"> • Ryan has had a challenging time in education and has accessed several alternative provisions. He came to YPLP with a bag full of qualifications including his GCSE maths and English but struggles to regulate his emotions and lacks a sense of purpose. He has not coped well with the thought of adulthood and reacted emotionally during PfA sessions around the future. Ryan has received support from all areas of the team at

	<p>YPLP Lincoln and has shown interest in several ideas explored. Unfortunately, whenever it came to making a decision or undertaking a new challenge Ryan was unable to progress. This caused frustration for Ryan as he wants to progress but always finds the challenge too much to bear.</p> <ul style="list-style-type: none"> • In late 2020 Ryan's home life became more complex, and this added to his worries which was further enhanced due to the new lockdown. Ryan did not cope well with lockdown and struggled to engage on Zoom. Ryan was supported to come into the centre to try and engage in work through face-to-face support, as well as trialling a single day's Zoom. During his time on Zoom Ryan was able to identify in a PfA session that he would like to support his mum with the catering events she does. • With this in mind it was arranged for Ryan to undertake his Food Hygiene course. With support from YPLP he was able to do the course whilst on site and he passed on his first attempt. As a result of this success Ryan now smiles when in the centre and has a hope for the future. We have also found resources to support him in undertaking more practical based work around furniture restoration as Ryan feels he works best with his hands. Ryan still faces challenges, but he now approaches them knowing he has a whole team around him to support him.
YP19	<p>“Collaboration with Spingfields Gardens”</p> <ul style="list-style-type: none"> • YPLP reached out to the Springfields Horticultural Society to explain what we do and ask if they would be interested in working with us to provide meaningful and enriching work experience opportunities for our learners. Due to COVID restrictions and various lockdowns the Society were unable to facilitate onsite work experience opportunities, but they said they would be very excited to work with us in the future and have lots of opportunities that our learners would like and benefit from. • As an alternative, the Society explained that they do have some 'At Home Activities' that our learners could do during the lockdown period. These included Rock Painting, Sign Art, Pot Design and Fairy House Decorations. The learners would be provided with all the tools and resources they would need to complete their chosen artistic project at home. Once the projects have been completed and returned to YPLP they would be displayed at various locations around the Springfields Gardens. The learners created some really amazing pieces of art at home using the resources provided during a really difficult lockdown time. Learners fed back that they enjoyed the mini projects, and it gave them something to do. Anxious learners found the experience relaxing and calming. • This 'at home' project has pathed the way for a really positive collaborative working relationship with Springfields Horticultural Society, where our learners can now attend onsite to gain essential work and personal skills, whilst contributing to the local community as part of their learning journey with YPLP.
YP20	<p>“Lewis achieved his dream of full time paid work”</p> <ul style="list-style-type: none"> • Lewis started at YPLP in August 2017 after struggling in 6th Form and trying a few other local education providers. He was extremely anxious and struggled through his first few months at YPLP. During this time, staff spent a lot of time working with Lewis building up his confidence so that he was able to answer 'Yes' or 'No' to questions. Staff also worked hard to increase his time in education and over a twelve month period Lewis was able to increase his hours so he could access YPLP full time. Once Lewis was attending YPLP on a full-time basis he and the staff spent the next twelve months exploring a variety of career paths. • To support his aspiration of work he started, with one-to-one job coach support, to travel from his home to YPLP. Although he only lived a short walk away from YPLP this was the first time he had left the house without his mum being present. As Lewis's confidence grew, he tried a variety of work experience placements, again with the support of a one-to-one job coach. • Lewis had always wanted to work in an admin or IT type role and he now had the confidence to try this so a placement was sourced at the Lincolnshire County Council's Post Room. It was agreed that the placement would begin on a half day basis. Initially he required considerable support from his job coach and the manager within the post room. Over time, Lewis slowly began to interact with his work colleagues and during this period his work experience hours were gradually increased to two days a week. As Lewis's confidence and skills grew his job coach began to gradually withdraw their support, increasing Lewis's independence. • Lewis became more and more competent in the role and was offered two days a week paid work. During the first Lockdown Lewis continued to attend work and in July was offered a full-time contract within the LCC post room.

ASPECT OF PROVISION : ADULT LEARNING PROGRAMMES

Case Study Ref	Detail
ASFL1	<p>3 Counties Accounts Training Service – statement by Angela</p> <ul style="list-style-type: none"> • <i>“I feel, in doing the course it will give me a better career opportunity. I did a bookkeeping course when I was 18 years old and need to freshen up my skills so I can achieve a different career path. 3cats have help with building up my confidence, I did a course seven years ago and a lecture just kept failing me and I didn’t realise on how much that lecture effected my confidence until I did my 3cats course”</i> • <i>“The group of students in the class are very supportive and you do believe you will achieve the grades. Through the pandemic 3cats have set up a Zoom lecture and any queries we have had, the lecture has been happy to answer and give support. As we are able to return to class after the pandemic, 3cats have put the students safety and well-being first. Everything has been handled to the highest standard. I personally cannot fault 3cats. The new member Cassie has been very supportive. Kym takes time to give you her support with any issue, so you can then focus on the course. Because once you inform Kym what you are concern with, this then gives you mental space to concentrate on the course”</i> • <i>“The course will also help me out with budget for council, I’m a Town Councillor and one of my career paths is to be a Clerk and bookkeeping is an essential role for a Clerk. I recommend to a lot of people to do a booking keeping course with 3cats and once 3cats branches into any other topic, I will encourage people to look into the courses”</i>
ASFL2	<p>3 Counties Accounts Training Service – statement by Julie</p> <ul style="list-style-type: none"> • <i>“During the last academic year, I was not very optimistic about my employment chances before starting courses with 3cats, mainly because of my age and lack of qualifications, as well as being out of the workplace for approximately five years while a full time carer. Since I have taken courses with 3cats, I have had responses from prospective employers and one interview, plus being shortlisted for one vacancy which is currently on hold”</i> • <i>“During the Covid-19 pandemic, 3cats have been fantastic in continuing to deliver the courses, initially via online classes and more recently we have gone back to physical attendance in class. Because all Covid measures and protection is in place, I feel extremely safe when attending classes. The development of online classes and thinkific portal are excellent. 3cats take into account the different needs of students and adjust classes accordingly. The portal is continuously being updated and is extremely useful in my own development”.</i> • <i>“My mental health before joining 3cats was ok but it has improved immensely since starting the courses. I have more confidence and am able to play a more active role in the community. As a result, I have been able to increase my volunteering activities”</i> • <i>“3cats have been excellent in actively encouraging me to achieve my potential. Their professional, positive and caring approach have been instrumental in increasing my feeling of self-worth. I would recommend them to anyone who wants to improve their chances of employment”.</i>
ASFL3	<p>3 Counties Accounts Training Service – statement by Ian</p> <ul style="list-style-type: none"> • <i>“I have been studying with 3Cats for almost 2 years now. My local job centre suggested I might benefit from taking an accountancy course to help improve my job prospects. After losing my job in retail I was having no success in finding another, so this seemed a good opportunity. It also meant that I would be able to exercise my learning abilities as well, as the search for work had become very dispiriting and quite isolating. I also had a difficult year in 2020 as I lost both parents, so having people to talk to and work with helped immensely”</i> • <i>“The qualifications I have achieved and am still working towards have opened a new area of opportunity for me as well as being very enjoyable and mentally stimulating. The job market is still difficult, but even the fact that I have studied in another area will show prospective employers that I am willing to learn”.</i> • <i>“Of course, the advent of the pandemic has made studying challenging. The best part of the course was the weekly classes, which were helpful, both for study and for mental health as being with others reduced the feeling of isolation. When these had to be stopped, it seemed that things might become difficult. However, Kym quickly arranged for Zoom meetings, which went a long way to replacing the in-person classes, and I looked forward to them and enjoyed them almost as much. However, I was very happy when we were able to start limited classes again as, as well as being better for learning, they are part of making daily life more enjoyable”</i>

	<ul style="list-style-type: none"> • Again, I cannot stress enough how much having people to study with and talk to has helped me to cope with an exceedingly difficult period. I also contracted Covid myself earlier this year, and, although I was unable to study for nearly 3 months, I always knew that I would be able to pick it up again, and Kym was a great help in gently easing me back into things. • I would also like to mention that the tuition for me and others on my courses has always been conducted with immense patience and good humour. I can't speak for others, but I feel that the level is always adjusted to the learner, and I have never been made to feel that I am not doing well. In short, Kym and 3Cats have been a godsend to me over that last 2 years.
ASFL4	<p>3 Counties Accounts Training Service – statement by T</p> <ul style="list-style-type: none"> • I joined 3CATS through the job centre. So far, I have completed the Level one Bookkeeping course and I am almost ready for the level 2 assessment. By doing this it has really helped me build my CV and give me extra qualifications. • I have really enjoyed the courses. It has really helped with my mental health as it's such a friendly atmosphere, and it's nice to be able to socialise with people who are also completing the courses. Joining 3CATS has also helped me improve my confidence with speaking to people. • During the covid pandemic the tutor - Kym supplied me with a laptop, and other equipment to be able to continue my studies at home which was great, if I ever needed help it was so easy to get support by messaging or emailing the tutor. I felt very supported throughout as I wasn't forced to come back if I didn't feel safe, so I was able to continue working from home. • I have recently started going back to the sessions and there is always social distancing measures in place and clean sanitised areas to work in. The sessions are very convenient, evening or morning classes and help is available whenever its needed. I'm very grateful for 3CATS it has helped me achieve so much!
ASFL5	<p>3 Counties Accounts Training Service – Partner feedback</p> <ul style="list-style-type: none"> • Amazing! Great PowerPoints and practical work too. Really refreshes and makes aware of first aider job. – First Aid Awareness course
ASFL6	<p>Abbey Access Centre – Learner of the Year nomination - Jeffrey</p> <ul style="list-style-type: none"> • Jeffrey came to us to gain up to date employability skills and qualifications and build on his confidence and low self esteem. Jeff had been out of work for a while. This was due to him having no experience or qualifications within Construction. He had very low confidence and kept himself to himself. • Jeff was awarded for Learner of the Year because he completed all his qualifications whilst with us, became a team member in the group and supported other learners too with their CSCS practice. He completed all the employability skills, improved his CV and how to search online to apply for jobs. • Jeff is in a much better place than when he first started the programme. His confidence has improved immensely, and he is now looking for more roles than he first anticipated, using the tools taught at Abbey Access Training. We wish Jeff all the best and will continue to help him secure work through our weekly job club
ASFL7	<p>Abbey Access Centre – Learner of the Year nomination - John</p> <ul style="list-style-type: none"> • John came to us to gain up to date employability skills and qualifications and build on his confidence and very low self-esteem. He had been out of work for over a year due to family issues. John heard about our programme from a friend who had previously attended our course. • Whilst on the programme John attended our programme in a week completing 24 hours- achieving an employability course, where he gained up to date knowledge and skills on how to build on his CV, cover and Speculative letter. John also updated his knowledge on how to use various job sites and apply for work. • John was awarded for Learner of the Year because when he started with us with us he was very anxious, with low confidence and suffering eith depression. Support given to him throughout the course, enabled him to build in his confidence and he was able to talk to us about his problems and where he wanted to go next. John completed all the employability skills; improving his CV and learning how to update in the future and also learned how search on line to apply for jobs. Not only has the programme helped John gain new employability skills, it has enabled him to improve his state of mind. • John is in a much better place than when he first started the programme. He is more content within himself and is looking forward to the future. His confidence and state of mind have improved immensely, and he has secured a placement to gain more qualifications within Gardening at

	Green Synergy. John was very thankful on his last day he said he will definitely be back to see us soon
ASFL8	<p>Abbey Access Centre – Learner of the Year nomination - Mark</p> <ul style="list-style-type: none"> • Mark came to us to gain up to date employability skills and qualifications within Construction and build on his confidence using technology. He had been out of work for many years and had just been released from prison. He was very worried about how he could progress into work with his criminal background, on his first day he explained that he had no computer skills and said this will hold him back. As we were only allowed to do face to face delivery under special circumstances due to COVID, we asked Mark to come in at allotted times so that he could receive 1:1 support. • Support given to Mark throughout the course, enabled him to build his confidence with technology and worry less about the future. He was an absolute pleasure to teach as he absorbed all the teaching methods and was able to use them independently. Mark completed all the employability skills; improving his CV and learning how to update in the future and also learned new skills when searching on line to apply for jobs. Mark completed all his qualifications whilst with us and supported other learners too. Not only has the programme helped Mark gain new employability skills and qualifications. It has enabled him to think more positive about his future. • Since leaving the course Mark has been in contact to let us know of his new employment. Although he wanted to get into Construction, he really wanted to start work as soon as possible. Therefore, he is now working in a restaurant preparing food. He was very thankful for all the support he received throughout the course and said he would recommend it to anyone.
ASFL9	<p>Abbey Access Centre – Dean</p> <ul style="list-style-type: none"> • Dean came to us to gain up to date employability skills and qualifications within Construction and build on his confidence. He had been out of work for four years due to Mental Health, suffering with anxiety and depression. Dean was very worried about how he could progress into work with his criminal background. • Support given to him throughout the course, enabled him to build in his confidence and worry less about the future. Dean became a good role model to the group by supporting other learners. He completed all the employability skills; improving his CV and learning how to update in the future and also learned new skills when searching online to apply for jobs. Dean completed all his qualifications whilst with us and supported other learners too. Not only has the programme helped Dean gain new employability skills and qualifications. It has enabled him to think more positive about his future. • Since leaving the course Dean has been in contact to let us know of his new employment. Dean says <i>“Hi Denise, I just want to let you know I have been offered a job on a large site in Lincoln and start on Monday with a possible 2yr contract, they are accepting my Citb pass certificate for now which is good news but just wanted to express my gratitude to both yourself and John for all of your help it is appreciated. All I can ever say is your company are simply outstanding providing an excellent programme and training. The support, guidance and help given Just cannot be improved upon. What a fantastic team and provider. Huge thanks and appreciation”</i>
ASFL10	<p>Abbey Access Centre – Positive feedback from learners recorded on steering group minutes</p> <ul style="list-style-type: none"> • <i>Very good facilities- Laptops and Kitchen equipment; Nice Food; Nice Staff; Provide good support; Relaxed environment keeps us calm; Keep a good work rate going; Good practical work; Health and safety are up to perfect standards; Good space between each work session</i> • <i>Staff are friendly and supportive; Opportunities for people out of work or looking for new skills; Local community is very nice; Challenge you to do more; Help you gain qualifications; Get you into work</i>
ASFL11	<p>Boston College – Learner of the Year nomination – Emma</p> <ul style="list-style-type: none"> • Emma has recently moved into shared accommodation and was finding it difficult to adjust to this new environment. She is unemployed but not fit for work due to physical and mental health issues. Lockdown made things even more difficult for Emma and she was starting to struggle. Emma is dealing with ongoing injuries she suffered as a result of being run over which has had a long-term impact on her physical health and impacted on her mental wellbeing. Despite this Emma was keen to help herself and do something positive. She applied for the Mindfulness for Beginners course to occupy her time and to learn new skills to help with her mental wellbeing. • Emma is IT literate but does not have IT equipment other than her mobile phone. This did not stop her from joining the class despite having to sit at a ‘jaunty angle’ in order to get a signal, thankfully she managed to stay connected. Because she was using her phone Emma was unable to download the workbook to record her answers and get access to the activities. I agreed to put a copy in the post for Emma so she would not lose

	<p>out or be at a disadvantage. I also made available extra time for Emma to discuss the work and share her answers as it was taking her longer and she was unable to access the chat function on TEAMS.</p> <ul style="list-style-type: none"> • Emma is being nominated for Learner of the Year because she has showed determination and commitment to her learning and overcame the practical obstacles and her physical and mental difficulties in order to achieve and to help herself. She successfully completed the course and has been using the shower meditation and walking techniques and has found them to be useful. She also enjoyed doing the online course as it occupied her mind and kept her from being bored especially during lockdown. This had a positive impact on her mental wellbeing. As a result of doing this course Emma signed up for and successfully completed PCDL Introduction to Emotional Intelligence and NOCN level 1 Emotional Intelligence. Of her experience, Emma says <i>“I did some mindfulness earlier whilst waiting at the bus stop”</i> and <i>“been doing the shower meditation and find it helpful”</i>
ASFL12	<p>Boston College – ‘Help when you need it’ - statement by Andy</p> <ul style="list-style-type: none"> • <i>“I attended the Skills for employment training and personal development course, which was a 4 week course done remotely on Teams. This was the first time I had enrolled at Boston College as I wanted to improve my chances of finding employment. I needed help with my employment skills, as I had previously worked in the same position for 32 years. I needed help me with my confidence in getting a job in these hard and uncertain times. I thought this course would help by showing me how things have changed during this time and the correct etiquette when applying for positions”</i> • <i>“This course has made me aware of problems faced by job seekers in the labour market and has improved my confidence in looking for work. I now have improved interview skills and a better awareness of the labour market. I can now relate my skills to employers with an improved CV and cover letter, and overall feel I have improved my job seeking skill”</i> • <i>“This made me more confident when I had an interview. I am now aware of how important it is to sell yourself to a potential employer. I have the IT skills needed to apply for work, and as I did not know how to further my job search has helped look for a job. This course is well worth doing, it has taught me a lot and I would recommend this course to anyone looking for employment”</i>
ASFL13	<p>Boston College – Paula</p> <ul style="list-style-type: none"> • Paula enrolled on the Relaxation & Meditation online course for support for mental wellbeing as she had previously completed the Mindfulness for Beginners course and found that extremely helpful. She wanted to progress further and gain additional insight on personal well-being and health • At the time of the course, Paula was working from home and felt that this could easily fit in around her work schedule. However, due to Brexit and lockdown her workload suddenly increased and she found it difficult to fit the course in around her normal working hours. Between us we agreed flexible working (evenings and weekend) and completion date. I supported Paula out of normal office hours via e-mail and telephone calls (in her lunch break) to help with the work and to discuss the activities in the course • Paula works full time and has a grown-up family. She was missing family contact and seeing colleagues and friends. Doing the online course gave her something to focus her mind and attention on (other than work) and to try out new ways to relax and support her mental well-being at a difficult time • Of her experience, Paula says <i>“I have been trying the deep muscular relaxation techniques while sitting at my desk. They have helped enormously. Especially last week!”</i>
ASFL14	<p>Boston College – feedback from learner surveys</p> <ul style="list-style-type: none"> • <i>Amazing! Great PowerPoints and practical work too. Really refreshes and makes aware of first aider job</i> • <i>It was beneficial and valuable to come to this course today. The tutor was perfect in teaching me a completely new subject to me</i> • <i>I have really enjoyed the course. The course has been well taught, and I appreciate all the effort made to make everything as accessible as possible. The tutor has been great and worked very hard to make the work really easy to understand</i> • <i>The course has been very informative and has been very helpful to start my understanding of bookkeeping. All lessons have been taught to a high standard and my tutor has been very helpful and patient with any queries that I had</i> • <i>X is a very good teacher and I feel I have learnt so much and taken it in really well. Really pleased I have done this course. Would really like to do a level 2!</i>

	<ul style="list-style-type: none"> • <i>This course helps me to learn and develop completely new skills to me. I always like maths and making calculations. Thanks to this course I am determined to learn higher AAT level and change my current job career.</i> • <i>Really enjoyed the course. Learnt some new information and was able to contribute. I'd like to do more learning to further my qualifications and advance further</i> • <i>I've become more confident in keyboard skills and look forward to trying another higher level</i> • <i>I found the course to be excellent, the tutor was very patient and knowledgeable and made the sewing experience fantastic</i> • <i>It has helped me because I have learnt plenty of skills that are important for my job role.</i> • <i>I have been really happy on the course, at the beginning I was nervous and experiencing some self-doubt. As weeks have gone by, I have learnt so much. I have felt supported and encouraged. I know I now have several necessary skills which I can apply to so many areas of my life, using maths for my own needs, at work and for helping my children with their own learning and homework. I'm very grateful for Mr M's tuition, patience and expertise in breaking down the topics in this course, particularly as a large portion of it has been taught during an intensely challenging year for both staff and students.</i> • <i>I thoroughly enjoyed this lovely course</i> • <i>I didn't know much about the standard of the GCSE course when I joined, and I was a little uncertain. But now, I have learnt so much thanks to my teacher and am more confident with my writing and reading skills.</i> • <i>Great instructor, delivered well, took time to answer any questions</i> • <i>Friendly, fun way of learning Excellent teaching and great demonstrations</i> • <i>Excellent teaching and great demonstrations</i>
ASFL15	<p>CICT – Laura</p> <ul style="list-style-type: none"> • Laura has completed several of our courses previously, including our Life Motivation, Confidence and Mindset courses and a few of our Sot Skills and also our IT courses for Word and Excel. She enrolled originally via one of our online adverts and complete her courses back-to-back. • Laura has been a very active and engaged learner from the start, who is always comfortable in asking for feedback. She progressed well through her courses gaining confidence as she did, for which she was successful. It is always a huge joy to see a learner get back into employment, and for Laura it was very deserved as she has worked incredibly hard in upskilling herself for the future • She got a kit out of the Time Management course that she completed and found it very useful in organising her time and helping her to prioritise things to best focus in her goals for the future. One of the tasks for the Into Presentations course was to create a presentation CV, and Laura gained useful skills from completing Word Processing courses. After completing her course, she let us know that she had written a CV and had applied to a job and been successful
ASFL16	<p>CICT – Learner feedback - A step in the right direction</p> <ul style="list-style-type: none"> • <i>“As the week before Easter, I completed my CV, using online research I found the best fit for me. I submitted it to a local supermarket, attended an interview earlier this week. I have now had verification that I have been successful and start induction training tomorrow. I then will be given my shift rota. Not my ideal job but a step in the right direction. Employment here I come”</i>
ASFL17	<p>CLIP - Progression into employment from Community Learning wellbeing courses</p> <ul style="list-style-type: none"> • Jayne has been an active learner with CLIP for a few years, and has been working to develop her creative skills, of which she has a keen interest. As well as this the courses she has attended have kept her busy and engaged and Jayne moved onto online learning due to lockdown. Jayne was new to Microsoft Teams and she has successfully completed a number of courses this way, which has also developed her confidence in IT. This was the main learning platform in which she recently completed her Creative Crafts Level 1, which was submitted at a really high standard. • All of these activities have improved Jayne's confidence and she approached CLIP regarding sessional tutoring in Flower Arranging which she is qualified to offer. Jayne will be delivering an Introduction to Flower Arranging Workshop for CLIP this term, with a view to offering longer courses in the future. As part of this Jayne will be completing her Award in Education and Training Level 3 course through CLIP, which starts next week • The impact that this experience has had on Jayne is wide ranging. She has Achieved a recognised Level 1 Creative Crafts qualification, has progressed wellbeing Community Learning onto a Vocational programme, has improved confidence and IT skills, has gained employment at CLIP

	through sessional tutoring and has progressed onto AET Level 3 qualification
ASFL18	<p>CLIP - Sector Based Work Academy Digital Skills – the impact, benefits and further need</p> <ul style="list-style-type: none"> We have worked together with DWP Job Centre Plus to deliver a digital skills programme to help build confidence and knowledge. Each learner who was referred from JCP attended an enrolment day prior to starting the course where we completed initial advice and guidance to ensure that their course would meet their needs. We planned the course to ensure that all needs would be met and also so that the learners could progress onto further courses and projects with CLIP. As part of the SBWA we delivered Employability Skills, IT for Beginners and a Food safety Course All learners on this programme successfully completed the course: four people are now in work, nine learners moved on to IT for Improvers and a Confidence Building course with CLIP, four are engaging on our Building Better Opportunities project and also our Café project at Mablethorpe. Learners that took part on this programme said they <i>“Enjoyed being able to learn new things I could not do before”, “I learnt a lot more about what confidence is and what it means to me”, “I learnt about the 5 ways to wellbeing and resilience”, “Feeling more confident using a computer”, “Beginning to find my way around a computer”, “I have learnt how to send an email, online safety etc”</i>
ASFL19	<p>CLIP – Learner of the Year nomination – Leanne</p> <ul style="list-style-type: none"> Leanne joined CLIP in 2019 to start the journey to improve her maths and English as she felt she had not received adequate support through her schooling years. She started working towards her Maths Level 1 qualifications in September 2019 and passed this in February 2020. She joined the Maths Level 2 Functional Skills in March 2020, initially as a classroom course, but due to Lockdown had to engage via an online class, and she passed this in July 2020. Leanne started her GCSE Maths, with CLIP this academic year, and is due to sit her final assessments in the next few weeks. Alongside her Maths this year, she has enrolled onto English Level 1 and recently sat her exam which she also achieved and is now working towards her Functional skills English Level 2 qualification due to finish at the end of this academic year. Leanne is nominated for Learner of the Year because Leanne has persevered throughout classroom based and remote education, despite finding learning from home overwhelming at times. She has some learning difficulties and struggles with anxiety but has continued her educational journey by overcoming any possible barriers, and Leanne’s achievements are a testament to her continued enthusiasm for learning. Her dedication means she has achieved her Functional Skills English Level 1 and immediately enrolled on Functional Skills English Level 2, which she is on target to pass in June 2021, all within one academic year. Leanne is also awaiting Maths GCSE results and she is therefore aiming to achieve three nationally recognised qualifications within the midst of the impact of Coronavirus, national lockdowns, and in less than 12 months. Leanne’s tutor has noticed and increase in subject specific confidence, and she is more willing to engage in class as this confidence grows. The achievements have really boosted her overall confidence and it has created an ambition for her to progress to higher education if she gets the results she needs in her next two assessments
ASFL20	<p>The EBP - CV Checker</p> <ul style="list-style-type: none"> The learner has a young family and has spent most of her time in jobs that fit in around her childcare arrangements. Now that her children are growing up, she decided to enrol on a level 3 Access to HE course so she could begin her career into Nursing. She asked if we could support her with putting a CV together as she has never had one but feels as she moves through her learning, she would like to have one so that she can then build on her experiences. She met with the tutor who asked her to discuss and make notes on her experience to date and what sorts of information she thinks would be appropriate to include. The tutor very quickly realised that the language she was using was quite negative and was not the right way to highlight her previous experience. The tutor provided constructive feedback on the information that the learner had provided and asked her to think about the feedback provided and have a go at writing the same information in a different way. When this was submitted, the tutor was so pleased she thought it was a different person. She had listened carefully and acted on the feedback to produce a clear, positive, and honest CV. The progress made from start to finish was spectacular and from completing a 2-hour engagement activity the learner now had a CV in place that she could now build upon. This made her feel more confident in achieving her goals in the future.
ASFL21	<p>The EBP - Resilience to Achieve</p> <ul style="list-style-type: none"> The learner had mental difficulties and poor confidence in maths. We had discussions on the telephone which led to having her course booklet

	<p>being posted to her. Through several phone calls, arranged and cancelled face to face meetings due to a Tier 3 Covid announcement, we made an initial appointment for her at the library where she attended sessions via Teams. Unfortunately, she had issues with the video and audio which we were able to remedy with screen sharing from the tutor end and phone calls. The learner and tutor kept in touch via text and the learner posted the pack back completed.</p> <ul style="list-style-type: none"> • The learner was signposted towards LAGAT who had made enquiries on her behalf. With lockdown and Christmas occurring, the learner was wanting a course to help her become more resilient. This time, things were more difficult for the learner as there is no opportunity for her to get online as the libraries are closed. Again, a personalised pack was written, printed and sent to her. Frequent duty of care phone calls have taken place. LAGAT have reached out to get her on a suitable step towards an admin apprenticeship by offering a 1:1 employability course which will align current qualifications with the start their apprenticeship • Due to her anxiety, she still has a lack of confidence in maths (which is not surprising as she has been unemployed for over 36 months and hasn't previously achieved any accredited qualifications). However, she has indicated that she has improved her knowledge of maths and her general numeracy skills. She indicated that she still needs more help with her anxiety and wishes to develop her resilience. She has suffered a setback due to lockdown, however, she is aware of what she needs to do in order to move forward. We are now in the process of communicating with her so that she is familiar with a new tutor and can start face to face lessons when restrictions have been lifted. • Comments made by the learner include <i>"Many thanks for getting me through it"</i>, <i>"Many thanks for keeping me updated"</i>, <i>"Many thanks once again"</i> and <i>"I prefer to take things slowly so that it is not too emotionally overwhelming for me"</i>
ASFL22	<p>ESH Consultancy and Training – Words change Worlds</p> <ul style="list-style-type: none"> • The Grow Your Own Confidence course has been delivered in partnership with Ending Domestic Abuse Now for a number of years. The idea of "grow your own..." has come about after years of working with people in the area of self-development, resilience and wellbeing, coaching and mentoring which often helps people recognise their areas of strength as well as areas of development. There were 9 people on the course and each session was 1 hour long and was delivered via ZOOM. Everyone on the course as referred by a support worker at EDAN. K was one of the people that attended and subsequently got in touch to say how much they had benefitted from the course as per the information below. • <i>"Through very sad circumstances, I was sign posted to the self-esteem course run by Ed via the team at EDAN. Although we weren't able to meet in person due to COVID, Ed did a great job of making everyone in the group feel welcome and comfortable even via Zoom. The content of the course was excellent, and delivered with compassion, humour and empathy. Many of the things that were talked about in the course were values and standards I had been brought up believing but had had them warped by unhealthy relationships. Hearing these things, and relearning simple, tangible truths has helped kick start my relearning of many these things. Ed was great at giving practical examples and taught ways to communicate our needs, thoughts and emotions in a healthy way. Many of the learning tools have stuck with me, and I'm able to use this knowledge and transfer the skills of relearning in many other areas of my life I am currently working upon. I can say that my confidence has been boosted as a direct result of attending this course, sometimes you have to hear these things from someone other than a close friend or relative to make you believe that you are worth more and deserve better. It was great to know I wasn't alone and met other ladies also going through similar things because of EDAN during the course and Ed really was a brilliant host and facilitator. I am very grateful I was able to attend the course, it really was a great help to me during a period of my life I really needed help and support. With much gratitude"</i>
ASFL23	<p>ESH Consultancy and Training – feedback from Skills Development Officer, Early Years Alliance</p> <ul style="list-style-type: none"> • <i>"Hi Ed, I just wanted to drop you a line to say thank you for your time and for allowing me to join and participate in the course during the last four weeks- I've enjoyed it. Although I originally joined as a staff member/ observer, the content really resonated with me and there are definitely a few things that I will take away and try to practice. I also appreciated that you shared your own personal journey and experiences, despite some being painful- thank you. I know that for one of the parents, attending a live video session with other people for four weeks has been a huge challenge and personal achievement. I think it's important that you know that, that success has largely been influenced by you, in that she has felt comfortable and interested enough to return each week to see the course through (even though it may have appeared like tumbleweed at times!)."</i> • <i>I feel that I now have a good understanding of the course and hope to effectively promote this to parents who may be suitable to join in the near future</i>

ASFL24	<p>First College - Amber</p> <ul style="list-style-type: none"> Amber had shown interest in Retail Level 2, she has previously studied with First College completing Business Administration Level 2 and successful secured employment as a Lifeguard last season. Due to COVID-19 and that Amber had fallen pregnant, she returned to First College to study Retail, the training was remote over a period of 8 weeks. The training enabled the learner to demonstrate her knowledge of Retail and upskill with support via Zoom classroom learning on a one to one basis. Amber has enjoyed her training and has learned a lot; she would now like to enrol on AAT Bookkeeping. Amber says <i>“Learnt a lot from this informative training and can implement the learning into practice by asking questions and knowing which questions to ask”</i>.
ASFL25	<p>First College - Well-being Peer Mentor</p> <ul style="list-style-type: none"> Jenty joined Phoenix Gym in Skegness in April 2020, the gym offers support both physically and mentally and having lost almost three stone she was inspired to support others, seeing First College training advertised on social media, Jenty made some enquiries and having completed the Mental Health Awareness she looked at other courses which would build her confidence in an area she has much passion for. Jenty worked through the Health & Wellbeing training and after she spoke with David Bruce at Phoenix Gym he made her a Peer Mentor for Wellbeing. Jenty’s ambition is to become a Wellbeing Coach and after she attended the final Managing Mental Health Workshop she was inspired to join a free online women’s support group that offer opportunities in this field of training.
ASFL26	<p>First College - Developing my IT skills</p> <ul style="list-style-type: none"> This learner works part-time at Screwfix and wants to improve their IT skills to open up more job opportunities. They will be completing remotely and over a period of 8 weeks. The learner wasn’t sure about their current IT skills and lacked confidence in the subject. Since starting, the learners attitude, reflective accounts, feedback and research have been excellent. The quality of learners work has been excellent and they are really enjoying completing the training Feedback from the learner on completing the first unit was: <i>“I enjoyed this unit a lot! It was really fun and I loved having videos to watch; a visual representation is my favourite way to learn”, “The mailings feature which could be a godsend as I plan to start my own home business, being able to write one letter and have word swap the addresses and names for me is going to save a lot of time”, “Thank you for all the help on this unit!”</i>
ASFL27	<p>First College – feedback from learner surveys</p> <ul style="list-style-type: none"> <i>ever since my first initial meeting I have felt incredibly supported</i> <i>my tutor has not only supported me but has been there above and beyond</i> <i>my tutor is always really positive, nothing is too much of a problem</i> <i>my tutor has guided and pushed me when needed and have been patient, kind but assertive in all the right quantities</i> <i>I so wanted to quit and had it not been for the tough love my tutor showed I would have walked away with nothing</i> <i>I understand so much more than I did a month ago and have completed 5 returns which can be filed once they have been checked at work by someone more experienced than me</i> <i>I really feel that through all the guidance, patience and knowledge that your team have given me I am where I am now</i> <i>having more frequent contact on zoom with my Tutor has helped me to feel more confidence about my upcoming exam</i>
ASFL28	<p>Grantham College – A change in direction</p> <ul style="list-style-type: none"> Our learner, Michelle, had recently had her hours greatly reduced by her employer from a position she had been working for a number of years. She had been interested in learning a new skill in order to facilitate a possible change of career. After an interview she signed up to do our short 6 hour course, Introduction to Finance for Business Michelle had not been a part of any formal learning since doing a short first aid course in 2004, therefore was quite nervous in the first session. With the course being taught remotely there were quite a few learners in the group all getting to grips with learning online. This helped ease Michelle in as she was not the only one out of her comfort zone. All together there were 9 learners in the group, and they quickly became quite tightly knit and supportive of one and other. Michelle thoroughly enjoyed the course and the experience of the online learning, given the current situation of lockdown it was a welcome change. The course helped to build Michelle’s confidence and give her an insight into a welcome change of career. Michelle initially took the course with

	<p>the intention of using it to help her set up a part time business selling online. Since completing the courses Michelle has moved on to studying her Level 1 AAT Access Award Bookkeeping and is progressing extremely well.</p>
ASFL29	<p>Grantham College – feedback from learner surveys</p> <ul style="list-style-type: none"> • <i>the course has given me more confidence to aim to progress onto further college courses</i> • <i>I enjoyed the course and it felt good to receive a certificate so I can show what I have managed to achieve</i>
ASFL30	<p>Grantham College – Turning a hobby into something more?</p> <ul style="list-style-type: none"> • This learner is currently working part time to earn some extra income for her family. She was interested in taking some of our short intro courses and had always been a fairly keen amateur photographer, so our 6 hour Introduction to photography course jumped right out at her. After talking to members of our advice and guidance team she learnt that the course was focused around giving an introduction to basic photography and the ways this can be turned into a potential small business venture. • As a result of the course content and tutor, the learner has decided to stay in learning with us and take her NCFE Certificate Photography (Level 2). Her interest in Photography has grown and the course is something she can fit around her current part time work. She hopes one day to possibly be able to supplement her current part time income by going self-employed and doing some formal photography work. The qualification is her first step towards this.
ASFL31	<p>Grimsby Institute – feedback from learner surveys</p> <ul style="list-style-type: none"> • <i>I have discovered internet safety and how to prevent viruses and other malicious malware from stealing information from my computer. I have discovered how to keep online banking safe and secure.</i> • <i>I can search for things on the internet and have been able to look at newspaper articles from the past. I feel much more confident using my iPad in general, including accessing the apps and adding entries to my calendar.</i> • <i>“I have completed the course and found it useful as it helped me to get into a routine with my studies which I feel will benefit me massively when I go to university. It also helped me to manage my time, which isn’t always easy with a young child</i> • <i>I am currently looking for employment and feel that gaining an IT qualification will improve my job prospects. I have learnt how to use a keyboard properly and I have completed an online form.</i> • <i>I have learnt how to attach documents to emails. I have learnt about copyright and data. I have learnt about the new GDPR law which I did not know about before. I now understand what information should be kept safe and how to keep it safe.</i> • <i>I had good helpful coaches, who were very friendly. The knowledge gained has been invaluable and will potentially open doors into employment.</i> • <i>It has helped me improve my general life skills and gain employment</i>
ASFL32	<p>Lincoln College – John</p> <ul style="list-style-type: none"> • John needed more detailed knowledge of Excel to assist with his job role. He was unable to attend college so the remote course was ideal for him. He had completed the Intermediate Excel course and progressed onto an Advanced course to enable him to develop his skills to assist with his job role. • When asked for feedback in his learning experience, John said <i>“Most definitely increased my working knowledge of spreadsheets. Discovering ways to solve problems I have with existing spreadsheets and also finding differences between PC and Mac. This will help me a great deal at work. Thanks to Claire’s extensive knowledge on the subject, it was an engaging and interesting course. A very positive experience that I would not have been able to complete at the college. A distance learning winner!”</i>
ASFL33	<p>Lincoln College – Becci</p> <ul style="list-style-type: none"> • Becci lacked confidence in her own abilities and when she gets stuck, she panics and her mind goes blank which she found embarrassing. The British Sign Language course improved Becci’s confidence immensely and she progressed onto the next level with a different outlook to learning enabling her to improve her skills and use them in her workplace • When asked for feedback, Becci said <i>“I have more confidence, before when I would get stuck or my mind went blank, I’d panic and feel embarrassed, but after more practising, I’m less judgemental and focus on doing my best. I’m more fluent and quicker too and now I believe I can</i>

	<p><i>form some sentences if and when I talk with someone in BSL. I look forward to taking my skills further in my work and to attend the following course to expand my knowledge. Vicki was a very kind, understanding and patient tutor with me as I'm a slow learner, I will miss her lessons a lot. She is the best tutor for this course. 10/10"</i></p>
ASFL34	<p>Lincoln College – feedback from learner surveys</p> <ul style="list-style-type: none"> • <i>Having always found this subject daunting and confusing, the tutor explained everything in such a way that I actually understood what I was doing and am definitely going to be able to make use of these skills in my current and future roles. Now need to complete the advanced course to take these skills forward.</i> • <i>Excellent Intermediate course and really develops and builds on the Introduction to Excel course. I have already put to good use the knowledge gained in the workplace and generating the data analysis that I need to complete as part of my role has become far quicker and better presented.</i> • <i>It provided practical experience, which was really needed when practical experience is really hard to come by</i> • <i>Even though I have a university degree, it's exceptionally hard to get real world experience in applying and interviewing. The tutors were really welcoming and were fantastic at providing me with one-on-one support at helping me applying for work. Particularly when my current career fell apart during the pandemic</i> • <i>The kickstart programme has helped me in so many ways. From CV building to interview advice, even the support I receive in my current role. Without kickstart I wouldn't have been able to get my foot in the door of my dream career path. The team I am with in my placement are amazing and supportive. I can't fault the kickstart programme in any way.</i>
ASFL35	<p>Lincoln College – Feedback from learners undertaking ICT courses at RAF camps in Lincolnshire</p> <ul style="list-style-type: none"> • <i>"I have found it most informative, I have a greater understanding of using formulas, filtering charts. It is going to help me greatly"</i> • <i>"I am booked on to the next 2 courses & hope that they are as good"</i> • <i>"I've only had a basic understanding of Excel; however, today's course has vastly improved not only my skills but my confidence with the program. Katherine was extremely helpful and patient with everyone's questions and guided us all through queries. With the skills I've now learnt, I aim to put them to good practice and in the future, I may undertake the intermediate course once I've gained more confidence using Excel"</i> • <i>"Excellent course and really develops and builds on the Introduction to Excel course. I have already put to good use the knowledge gained in the workplace and generating the data analysis that I need to complete as part of my role has become far quicker and better presented."</i> • <i>"Very useful course that has greatly improved my knowledge and understanding, particularly of functions. I aim to continue study and will now look at advanced Excel"</i> • <i>"Having always found this subject daunting and confusing, the tutor explained everything in such a way that I actually understood what I was doing and am definitely going to be able to make use of these skills in my current and future roles. Now need to complete the advanced course to take these skills forward"</i> • <i>"Most definitely increased my working knowledge of spreadsheets. Discovering ways to solve problems I have with existing spreadsheets and also finding differences between PC and Mac. Thanks to Claire's extensive knowledge on the subject, it was an engaging and interesting course. A very positive experience that I would not have been able to complete at the college. A distance learning winner!"</i> • <i>"This was a really good experience and has increased my confidence to use Excel at work."</i> • <i>"An awakening that excel isn't as scary as I thought"</i> • <i>"I have learnt or been reminded of several tips that will be really useful in my work as I use excel on a daily basis. Claire was a really good tutor, really friendly and approachable"</i> • <i>"An enjoyable and informative course which has helped me develop a more detailed and accurate knowledge of MS Excel. Engaging and knowledgeable tutor who helped greatly with the working examples and her own expertise"</i> • <i>"Even though I use excel on a daily basis in my current role, I was surprised at how much I learned on this course that I can use to improve my daily functions. Really good course that I would definitely recommend to those I work with"</i> • <i>"Another really good experience of a Community Course! This advanced course absolutely met my expectations and between this and the Intermediate Course, I now feel far more confident with Excel"</i>

ASFL36	<p>Lincolnshire Action Trust – Prison based Being Dad course – learner A</p> <ul style="list-style-type: none"> • This learner completed the course in June. His attitude and approach towards the course was positive from the start, and he recognised what he wanted to learn and gain from the course. He has been open minded to learning throughout and his enthusiasm and recognition to the benefit of the course to his personal situation, has grown as the course has gone on. From what was being discussed he recognised how some changes would benefit his family. He showed particular interest in sharing ideas and approaches about behaviour, nutrition and health lifestyle, and was keen to share these with his partner • In addition, he has closely listened to any feedback, information and discussions the tutor has provided, commenting things like ‘I hadn’t thought of it like that, I understand that, that’s a good idea’ and so on. He has demonstrated areas of the course that have benefitted him as he has been keen to share ideas and approaches with his partner and often said <i>“I was telling my partner about that, I think that would help my partner as well”</i>, so it is clear how he intends to use the course and content to be put in to practice at the earliest opportunity to benefit his family.
ASFL37	<p>Lincolnshire Action Trust – Prison based Being Dad course – learner B</p> <ul style="list-style-type: none"> • Prisoner who completed the Being Dad course said as a result of the course he has become more considerate to his partner about the time of day he calls to speak to his family. The prisoner was previously calling home when he came back from work but was getting limited answers from his children and his partner was always irritated on the phone and the contact they were having left them all feeling worse rather than better. • The Being Dad course gave the prisoner some insight into routines and how a calm evening and a set bedtime routine was beneficial to children. The prisoner spoke to his partner and agreed a time that would be better for him to call that didn’t conflict with tea time, homework, bathtime and settling the children to bed. The prisoner identified that asking the children some open questions about their day was better than just asking them what they had done at school which often led to one word answers. The prisoner also spoke to his partner about the type of snacks the children were having before bed and they agreed the benefits of swapping sweets and chocolates to crackers or unsweetened cereal. • The whole family are now able to have more meaningful conversations at a time when the house is calmer and the children are supported to make better choices for snacks and limit sugar intake. • Partner feedback states <i>“We’re very pleased that LAT have been able to adapt their delivery to continue to support men to learn more about the important topic of parenting”</i>
ASFL38	<p>Lincolnshire County Council Business Support – Learner of the Year nomination – Kim</p> <ul style="list-style-type: none"> • Kim is being nominated because she has shown real determination and perseverance in studying the Functional Skills English Level 2 course. She struggled with English at school and as a dyslexic learner, was given little support. Kim was confident to discuss with her tutor coping mechanisms and the best learning style for her to help her to overcome the challenges during this programme. • During the course Kim had some challenges however always made time to complete all independent learning. One of the assessments involves the learners delivering a short presentation to the rest of the group, answer questions on the presentation and give their opinions/ask questions about other learner’s presentations. This is something that pushed Kim out of her comfort zone but that she also took as an opportunity to share her experience of living with dyslexia and educate the other learners as well as dispelling myths. Everyone in the group commented on how useful and informative her presentation was. • Kim has since explained to me that the course has made her be more open about her dyslexia and think about ways she can adapt in the workplace to overcome the challenges it brings and how she can better support others in the workplace with learning difficulties. Kim has now enrolled on a level 5 coaching and mentoring course and will put her newfound skills and confidence to good use whilst completing it.
ASFL39	<p>Lincolnshire County Council Business Support – Learner of the Year nomination – Hannah</p> <ul style="list-style-type: none"> • Hannah was nominated to undertake firstly the Level 1 maths course and once completed move onto the level 2 course by her manager. Hannah is employed by Lincolnshire County Council and is based at Ancaster Day Centre in Lincoln where she is a Day Opportunities Worker. Her role involves working with various clients who could have learning and/or physical disabilities and revolves around promoting their independent life skills and developing some structures for their lives. • All of the training has been delivered using Teams and the learners have to complete self learning exercises each week of the course. The other members of the group were all fellow employees of the council who had not achieved for various reasons a maths qualification. All were new

	<p>learners. Hannah attended the course because she decided she wanted a maths qualification as she had not achieved this at school, maths was a subject she avoided where possible but that she now felt able to tackle.</p> <ul style="list-style-type: none"> • Hannah is being nominated for Learner of the Year because she has overcome her reluctance to have anything to do with maths at any level. She was determined from the very start of the level 1 course to complete the whole course and achieve her qualification. Hannah has had 100% attendance on both of the courses and she achieved her Level 1 in April 2021. Her determination to achieve Level 1 and Level 2 Functional Skills is admirable. Since passing the Level 1 she has completed the Level 2 course and is taking the exam later this week. She has put in all of the time required to complete the self learning exercises set each week and she has admitted when she was struggling and needed some help. She has turned a corner and overcome her dread of mathematics and is now a model learner for others to follow. Hannah has freely offered hints and tips to her fellow learners and has been an asset to the learning group. She cares very deeply about others and is now focussing on herself for a while • When asked, Hannah says that achieving the level 1 maths has definitely made a difference to her life as she never thought she would achieve a maths qualification. It has made a great deal of difference to her, the levels of her overall self-confidence, self-esteem and self-belief have increased immeasurably. Passing maths is one of the biggest achievements in her life so far, her next big challenge is the level 2 exam and after that who knows where this could lead her. She has belief in her abilities and what she is capable of achieving.
ASFL40	<p>Lincolnshire County Council Business Support – statement by Karen</p> <ul style="list-style-type: none"> • <i>“The Functional skills Maths level 2 course commenced following successful completion of the level 1 exam. The course ran for 8 weeks from the beginning of January and was held over teams, due to the COVID 19 restrictions in place. The reason I wished to gain the qualification was to have the necessary qualifications to apply for an apprenticeship in Social Work”</i> • <i>“The course was 4 hours each session which was a long time, particularly over team's and some of the subjects were mentally draining. However, the Tutor helped us work through the subjects at a pace that suited us all. Unfortunately, I was unable to complete the exam as planned, due to personal circumstances. It was several weeks afterwards that I was finally able to consider taking the exam, but by this time I felt that I had forgotten a lot of the subjects and asked for additional support prior to the exam. I received a few one to one sessions with a new Tutor, who was absolutely brilliant and gave me different ideas and techniques to remember ways of problem solving. She encouraged me and gave me the confidence to sit my exam. The exam took place in my own home, which felt very strange and I had an invigilator watching me over Teams whilst I completed the exam. This felt very strange at first, but once I got into the exam, I soon forgot that someone was watching me”.</i> • <i>“The feeling of relief and achievement as a result passing the exam was a huge boost for my self-esteem. I am now ready to apply to complete my apprenticeship, which is something that 6 years ago, I would not have believed would have been possible”.</i>
ASFL41	<p>Pelican Trust - Plasters, burns and slings!</p> <ul style="list-style-type: none"> • The learners enrolled onto our Basic First Aid, through Inclusion 21, a Day Centre in Skellingthorpe. Now the ‘Covid 19’ restrictions, are easing I was able to go to their premises (a large gymnasium) and deliver the course face to face. (which was fabulous). We all followed the guidelines; sitting apart, wearing appropriate face coverings and all have had their two Covid Jabs. The duration of the course was for two hours, with a break in the middle to ensure enough attention and retention of the group. They are all learners who have either a learning difficulty, disability or require support for their mental health. Two members of staff supported them, and they took part in the course too • The session involved visual activities, demonstrations and role play to show how to respond in the event of an accident; especially a burn, cut or broken arm. One learner said to me <i>“I’ve never put on a plaster before, now I know how to do it, I can put one on my mum is she hurts herself.”</i> Another part of the session involved looking at the correct treatment for attending to a burn. This involved the working through a colourful, visual and interactive booklet; designed to make the learner think about the order when attending to a burn and the importance of ensuring the patient is ok, the correct procedure and what happens if they did the wrong thing. Reading, counting and decision making were incorporated. • I received an email from the Manager of the Centre with this feedback: <i>“Hi Elaine, Just wanted to say thank you for a great session this afternoon learning about First Aid. It was great fun as well as interesting. The additional resources that you bring with you to engage everyone with learning is exceptional. In addition to how you engage with each learner to ensure that they have understood what you are teaching them and are still actively involved with the learning. Many thanks again and look forward to seeing you again for our next topic of learning”</i>

ASFL42	<p>Pelican Trust – Clayton House</p> <ul style="list-style-type: none"> • The Learners enrolled onto our Health Eating Course, through County Care, a care home in Gainsborough, which, due to 'Covid 19' restrictions, we are now delivering via 'Zoom'. The duration of the course is for two hours, split into one-hour slots and delivered at a time and day convenient to the Learners. They are all learners who have either a learning difficulty, disability or require support for their mental health. • The learners are all residents and rely on the support staff to help them with their daily choices and guidance in taking part in daily life. Some of the group I believe go out shopping for their own food and cook it themselves too. They are also responsible for their own snacks etc. So good advice on how to keep healthy and what to buy is a bonus to their wellbeing • The session involved the group taking part in all the activities to help choose healthy options, e.g., fruit and vegetables, explaining why they were better for them and what part of their bodies it would help them stay healthier. Also, the reason why some foods are bad for us. Equally the right amount of food to eat, using visual images of the correct portion sizes; these did cause controversy and disbelief, from the learners and staff. With comments like: <i>"That piece of cheese is not big enough for me it wouldn't feed a mouse!"</i> and <i>"What! Only nine chips?"</i>. I did explain that this is the daily recommended portion size and that we all have too much on our plates. The group said they would try to reduce their portion sizes but wouldn't be easy! • I received an email from the Manager of the Home with this feedback: <i>"Good Morning Elaine, The residents enjoyed the healthy eating course. They would like to do another course, When they are eating meals they often speak about the food they have seen on your course, They say about some foods being healthy and foods that are unhealthy. They enjoyed receiving the certificates from the course."</i>
ASFL43	<p>Pelican Trust – The positive benefits of learning how to use 'Zoom'</p> <ul style="list-style-type: none"> • The Learner enrolled onto our I.T Support course, which, due to 'Covid 19' restrictions, we are now delivering via 'Zoom'. The duration of the course is for four hours, split into one hour slots and delivered at a time and day convenient to the Learner. The Learner is new and took part in the course as she wanted to learn how to use the internet for shopping, this was mainly due to the fact that as she does not drive, so is reliant on public transport and finds it difficult to do a large food shop or purchase large household goods. She also wanted to know how to use 'Zoom', as a way of talking to her sister and communicating with other members of her family. She is a very positive and motivated person, who wants to do things for herself, rather than rely on others • Being isolated and alone could leave her open to depression and anxiety, using Zoom has enabled her to access family and support groups, as well as giving her access to on line support for Grief. The I.T Support course has proved very beneficial to the learner as she can now, set up, schedule, and host a 'Zoom' meeting! This had made a big difference to her personal wellbeing as it means that she can talk to her sister and other family members, take part in virtual Coffee Mornings and she can continue with her online education. • As a result of the course she has set up an Amazon account, so that she can have large hardware goods delivered, making it easier for her to buy and get large goods into her home. Setting up an online internet shopping account has also enabled her to purchase all of her food shopping online and have it delivered, rather than carrying heavy loads home or paying for expensive taxis. She will now be able to shop around for her goods and complete a large Supermarket shop, resulting in her having more choice and also, this will have a positive impact on her weekly budget. • The learner said <i>"I am really pleased with the I.T Support, as I can talk to and see my sister. I can look around more for the shopping that I need and buy more than I could before I and I can buy my large items online. There is a lot more that I want to know, and I would like to carry on with the course and am interested in taking part in more courses through Pelican Trust. Thank you!"</i>
ASFL44	<p>RHG - Hollie and her fledgling business</p> <ul style="list-style-type: none"> • Freelance illustrator Hollie Fuller has a bright future in illustration and graphic design. She attended the RHG two-day online course in October last year run where she learned all about setting up and running her own business. She graduated from Leeds University but knew she wanted to do her own thing! • Hollie is just 23 and lives in north-east Lincolnshire. She now sells illustrated products from her own personal design range, including prints, cards, stickers, and tote bags. She will also take on commissions within the editorial, marketing, advertising, and book illustration business world. • Further to the two-day course Hollie, was referred to a Prince's Trust adviser as part of our collaboration who gave support to compile a

	<p>comprehensive business plan and financial forecast and received a £1,500 grant from the Trust to cover her business start-up costs. She is also receiving two years' of support from one of The Prince's Trust's Lincolnshire-based experienced volunteer business mentors who provide invaluable help and advice to fledgling entrepreneurs.</p> <ul style="list-style-type: none"> The course helped Hollie believe that her own business was possible and she set up a fabulous website. She has already got some great contacts and has been mentioned in "It's Nice That" ones to watch, and from there has worked with The New York Time, The Guardian, Washington Post, and Bloom Magazine, very nice to have on your CV!
ASFL45	<p>RHG – partner feedback</p> <ul style="list-style-type: none"> <i>Just wanted to share a little bit of success with you and your wonderful colleagues. This past couple of weeks we have successfully launched no fewer than six young businesses in Lincolnshire.</i> <i>MB from Lincoln is the dog behaviourist who was on your August workshop. LA was on the July workshop and has launched as a mobile hairdresser and beauty therapist in Horncastle. TL from Swineshead attended in July and is doing his plastics recycling manufacturing business. DP from Sutton-on-Sea is the graphic designer and attended the August workshop. RD & ED have started their Fudgestuff sweet business. They're from Lincoln and were also on the August workshop. Finally BR from North Lincolnshire is now trading as a car welder and completed the September workshop.</i> <i>Thank you again for all your support. We really are getting great results between us!</i>
ASFL46	<p>RHG – feedback from learner surveys</p> <ul style="list-style-type: none"> <i>I thought the course was well paced with enough interaction to keep everyone engaged. I enjoyed the practical parts of the course where I got to practice and experience some methods of mindfulness for myself.</i> <i>A huge 'Thank you to Laura - a wonderfully engaging trainer, very easy to listen & understand, and the course was a nice combination of theory and activities. I enjoyed the course, very informative and interactive. I expanded my knowledge: how to write a good CV, how to use a cover letter, how to prepare and give answers at the interview, what to do and not to do before, during, and after the interview. I would like to do other courses that you have available, this could be free short courses or for a longer period, and also some courses: Leadership, CSCS, and Health and Safety in Construction, Functional skills – English & Math, etc.</i> <i>Really useful course; thank you. Will check out additional reading suggested and further courses and try to put everything into action!</i> <i>Laura was so lovely! I learned a lot from her and my confidence level is so much better. She was clear and understanding and having felt really nervous at the start of the course my fears were met with kindness and a very thoughtful approach which enabled me to join in without fear of failure or ridicule it was amazing and I felt quite proud of myself at the end.</i>
ASFL47	<p>Riverside Training - John improves skills and confidence at Riverside</p> <ul style="list-style-type: none"> John attended our Sign Language course in the centre as one of his first experiences of Riverside courses, he wanted to get back into a routine of having a schedule to adhere to with the long term aim of getting back into employment. John has become a lot more confident, he is now booking courses with other providers and is stepping up his search for employment as he now feels as though he is in a place where he is happy and confident in his own abilities again. From the learner that first stepped in the centre and struggled to talk and contribute to a learner that now pops in when he is passing for a chat and an update on his job hunting. Sign Language tutor Tracey said "<i>John was reluctant to speak at the beginning of the first session. Over the sessions, his interaction improved, and he became a more confident person. He successfully completed the course, gaining a good grasp of BSL. The pinnacle was when he went to hospital and he was able to communicate with a deaf person using sign. He was extremely proud when he was telling me about it</i>"
ASFL48	<p>Riverside Training - Every Cloud has a Silver Lining</p> <ul style="list-style-type: none"> Jonathan suffers with health issues which unfortunately led to Jonathan having his driving licence revoked. This was problematic because he resides in a local village on the outskirts of Gainsborough. He felt completely cut off, even though he had registered with Call Connect. Due to service restrictions he felt unable to continue to apply for jobs which was a source of distress for him. Jonathan had been enrolled on the MENTAL health course where many issues were raised and needed further attention that a short course would not resolve. He was therefore referred by his tutor to appropriate local services to help support him further with both his mental health and his

	<p>housing situation. Jonathan was subsequently relocated to Gainsborough and as a result was able to re-engage in further learning at Riverside Training including Employability Skills and the CV Workshop to continue for his search for work.</p> <ul style="list-style-type: none"> • He is also now volunteering at the X Church and runs the soup kitchen three-days-per-week. In addition to this, he volunteers one-day-per-week at the Bread and Roses community pantry. Jonathan is keen to return to work and that is his next goal. Jonathan is very grateful to Riverside Training, for pointing him in the right direction to access the immediate support he required. • In Jonathan's words: <i>"I'd like to take this opportunity to thank David and the training programmes at Riverside for assisting me to gain my CSCS card with a 98% pass rate. Knowing that they will always be there to help me secure future employment is a source of encouragement and peace of mind for me. And just knowing that no matter how hard you think it is, there's always someone there to help. Also discovering that there was a course specifically designed for men who are experiencing a decline in their mental health, run by Cat, was a breath of fresh air. I am also grateful that the support originally provided at Riverside was extended to wrap-around support beyond their core service to fully meet my support needs at the time. This has provided me with a huge level of comfort, not just for myself but for others too, to know that there is holistic support available for those who are suffering from the fallout of the COVID-19 pandemic."</i>
ASFL49	<p>Riverside Training - Locked Down to 'Locked In'</p> <ul style="list-style-type: none"> • When the centre re-opened in September, SD enrolled on the Maths Entry Level 1-3 course as she wanted to enhance her employability prospects with a formal Maths qualification. Due to COVID she was hesitant about being around other people, however after the first session, she realised how safe our measures were and also enrolled on the Intro to Business Admin course as this was an area of employment she was interested in. • As a result of some of the activities as part of the Business Admin course, SD realised that although she has never worked before, she has a wealth of transferrable skills that are sought after by employers. This has also opened her eyes to other possibilities. Attendance has also increased her confidence in regard to social interaction with others. Within the family unit, she is using her learning to her advantage – pointing out to her children that <i>"if mum has to do her homework, so do you!"</i> • Although she now feels that Admin work may not be challenging enough for her, she has enrolled on three of our other 'taster' courses in the Spring to help improve her confidence further and gain an insight into potential areas of employment. SD has gone from 'Locked Down with the children' to 'Locked in to learning'
ASFL50	<p>Riverside Training - feedback from learner surveys</p> <ul style="list-style-type: none"> • <i>The staff in Riverside centre are really friendly and make you feel safe' and 'the course has helped me build my confidence in Microsoft Office</i> • <i>In addition to the IT courses, we have received positive feedback from learners expressing their progress. One learner, who was reluctant to go out stated that the course 'gave me more confidence to leave the house</i> • <i>Another learner was so pleased with his progress that he stated 'this course helped me in so many ways – It helped me to open up to others and build my confidence</i> • <i>For me being a dinosaur with technology, the staying safe online was great it was presented brilliantly can't wait for my next course. Learner satisfaction survey April 21</i> • <i>Thank you very much for the course today, it was great. I am very pleased, you used a simple and efficient way to explain the subject. The time passed very quickly. I definitely will recommend to my friends. Thank you very much. Learner satisfaction survey April 21</i> • <i>The course has been brilliant. The tutor, is very understanding, very helpful, and doesn't judge</i> • <i>Doing this course gave me my motivation back. It also gave me the confidence to look at doing more courses</i> • <i>so many ways – It helped me to open up to others and build my confidence'</i> • <i>it has been amazing in raising my confidence and encouraging me to seek employment in many different roles than I thought possible</i> • <i>very useful in getting objective and helpful advice on improving my CV and increasing my chances of getting a job!</i> • <i>Gave me more knowledge of what employers are looking for to tailor it to employers</i> • <i>I know more about what employers are looking for and what hard and soft skills are because I've never learnt that before.</i>

ASFL51	<p>Seagull Recycling – feedback from learners</p> <ul style="list-style-type: none"> • <i>you have no idea how much of a difference this session has made</i> • <i>Its made such a difference to get outdoors and being with people</i> • <i>I'm really going to be able to grow lots of stuff from now on, I never realised it was so easy to make new plants like this</i> • <i>Loved this morning. Looking forward to coming again. Thank you</i> • <i>Thank you for a wonderful fun morning. So excited to go home and plant some celery! Such an informative morning</i> • <i>It's an amazing place and I feel so at home here – everyone is so similar to me, and I think that's why I feel so settled. I could move in here – you're all as bonkers as I am!</i> • <i>Thank you Paul I can't tell you what a pleasure it is coming to the eco centre everyone is always so welcoming and the eco centre such a pleasure to have to use and be able to do such fun things the people we support are telling us they are enjoying in a variety of ways and the overall consensus is they would love to continue you saw for yourself the massive smiles we had yesterday from each and everyone one of us</i> • <i>I will pass on this message to all, thank you for all the wonderful things you have set up for us as a group and the way you present each session.</i> • <i>It seems to be working well meeting participants at the Eco Centre to have a gentle walk around in a friendly, non-confrontational environment. It seems so relaxed and laid back, I bet you all have to work really hard to make it look so easy.</i> • <i>I can't wait for you to be open again. I love that you are being so positive – it really helps</i> • <i>Such a super place where we come to feel happy and safe – I think it's my new 'safe place'</i>
ASFL52	<p>Seagull Recycling - A learner story</p> <ul style="list-style-type: none"> • M came to us to discuss the option of joining us for a period of time each week to allow him to spend time outdoors and more importantly, meet people and learn new skills to broaden his horizons. He has the gift of Autism but struggles with social interactions so his family felt the Eco Centre was the best place for him to develop himself through the learning and social opportunities open to him. • We chatted at length to identify his primary and secondary needs and look at the best way of developing an action plan into the short and medium term. M was given the opportunity to tour the Eco Centre and meet with existing clients to discuss with them how they felt about the provision we offered. M felt good about this and felt confident enough to arrange a day to attend. • M arrived on his first day very hesitant and nervous about the challenge ahead of him but he enjoyed his first session and we agreed for him to return the following week for another morning session. As the weeks progressed Mark became happier with his involvement but still took a long time to ensure he was relaxed enough to feel totally comfortable. As he became familiar with his surroundings and the other clients at the Centre you could see him growing in confidence and enthusiasm. • We wanted M to feel happy and comfortable, without being challenged too much by his journey but encourage him to realise the impact it would have on his day-to-day life. He wanted to start driving and eventually gain employment and he began to see that even though outdoor skills development was not originally his first choice, he understood the value of his time at the Centre. • M began to feel to feel more settled & confident, and eventually took part in a short Taster session so he could practice some of the skills he had been involved in on a more formal, yet still relaxed style to allow him to build confidence, self-belief and skills, whilst remaining within his comfort zone. He really enjoyed the sessions after his initial hesitancy and completed the learning aims set for him. M was relieved about the method of delivery, which centred on individual activities and gradually built in contact with other learners once his confidence had been built. • As a result of this engagement, M became more involved in increasingly complex jobs around the Eco Centre and eventually enrolled on a longer, more targeted PCDL course. He now attends regularly, and during the 'inter lockdown' periods last year was willing to attend more than one session per week. He also achieved being able to work in sometimes larger groups quite well, and enjoyed 'buddying up with another learner to complete the sometimes challenging tasks offered to him. • There is still a journey to be undertaken by Mark but he has developed his confidence and skills greatly and we wish him all the best for the future. We meet Mark and chat through many things during each day he attends for reassurance, planning and to evolve the activities he takes part in to make sure everything remains relevant and has the maximum impact on his life. He gives positive feedback about what he does, his plans for the future and his personal development and we are certain that before long Mark will begin the move towards gaining a part time job to develop his

	skills further
ASFL53	<p>Seagull Recycling - Michelle's road to volunteering</p> <ul style="list-style-type: none"> Michelle approached us to ask if she could become involved in volunteering activities and to learn new skills along the way. She was formerly a teacher but had fallen out of work life for a variety of personal reasons and felt it was time to begin the process of re-engagement. She brought many skills but lacked the confidence to start the process on her own. During her initial meeting Michelle expressed an interest in completing a 6GLH Taster session, followed by a longer 15GLH Safety at Work course so that she could become more confident working around the various areas of the Eco Centre. She also completed several EcoWellness courses along the way to help with her anxiety. She planned to move on to another longer skills-based course such as Volunteering in the new academic year. She enjoyed the volunteering element at the Centre so much she began to become a regular volunteer and attended regularly every Wednesday. She became a lot more confident and relished the challenges given to her and was able to use many of the skills undertaken in the various PCDL courses she undertook and completed. She even began talking about having the confidence to apply for jobs over the Winter period and began the process in July. She said that the time she spent at the Centre had made a real impact on her and she fed back the following from a Wellness course she undertook - <i>"It's an amazing place and I feel so at home here – everyone is so similar to me and I think that's why I feel so settled. I could move in here – you're all as bonkers as I am!"</i> Michelle L - Volunteer Michelle owned a motorhome and intended to spend some of the year travelling around Europe but Covid-19 slowed this, so during the Summer she would attend on a Wednesday then stay over in her motorhome and Volunteer on a Thursday as well!! Her confidence, demeanour and approach to life has turned around and she seems a lot more confident. The energy that she shows when she attends has grown and she has even begun to help with visiting school groups and she is so at home when doing this. She shows excellent skills that she freely admits have been hidden for many years. Her feedback and the completion of several courses shows that she has enjoyed her time and made the most of the learning available to her.
ASFL54	<p>Seagull Recycling - Paul - return to active days</p> <ul style="list-style-type: none"> Paul was referred to us from LCVS and similarly to as many other learners as possible, we invited him to attend for an initial meeting and tour of the Centre in September 2020. Due to Covid restrictions and his own complex health issues (one of which was Parkinsons), he lacked confidence and at times felt isolated which was having a large impact on his mental health and future plans. Before the lockdown in January he completed 'Eco Wellness and 'Woodland Wellness for Good Mental Health'. Attendance on these sessions allowed him to become gradually introduced to other (initially) individual and small groups of other learners to build relationships, make new friendships, and enable him to gain confidence and a feeling of self-belief and self-worth. Unfortunately due to the lockdown in January and that he is a vulnerable person living with other elderly vulnerable people (his parents). His confidence, self-esteem and mental health took a massive step backward, even though we were in contact throughout the lockdown period to offer support when needed. Once lockdown began to lift, Paul was invited back to reconnect with the Centre on a gradual basis and to eventually move on to complete a range courses to focus him on re-engaging with other learners, re-building his confidence and helping him feel less isolated. Paul has now built his attendance to a level where he attends the Centre every Wednesday and has done since late March when lockdown began to ease. During this time he has completed several short engagement courses which include Safety at Work, Team Building Skills, Confidence Building and our Eco Wellness sessions. Due to the availability of these sessions for learners, his confidence has increased dramatically and we have been happy to see the Paul we know, back again!! As a direct result of the sessions, he has become a valued member of the Volunteer team and although he will freely admit that he has and still struggles at times with his illness and mobility, he always tries his best to be upbeat and encourage others around him. At times, you would struggle to know the extent of his restrictions due to his enthusiasm and willingness to be involved in many aspects of the activities at the Centre. Through the Safety at Work session he has recognised his own limitations and has developed ways to work independently & within the group environment. Paul has become a valued and active member to the Volunteer team and is always happy to help and support anyone that he is working with or around. He is also become more sociable away from the Centre (see comment below). Paul says that his attendance on the various PCDL sessions has built his confidence and feeling of self-belief and self-worth to an extent that he is able to mix & socialise much more

	<p>than he has for many years.</p> <ul style="list-style-type: none"> Over the last few months, Paul's confidence has grown and he has started to engage in other community groups, and made friends outside of the Centre. He challenged himself and moved out of his comfort zone to take part in day trips, social gatherings and even a charity football game. Smashing news Paul !!
ASFL55	<p>Skegness College of Vocational Training - Eleyna</p> <ul style="list-style-type: none"> Elyna attended Skegness College of Vocational Training and completed her Beauty Therapy Level 2 course. She was an enthusiastic student, completing both her practical and theory work to a high standard. She was highly motivated and often helped other students with their work and boosted their confidence resulting in a team atmosphere. Following completion of her course, Elyna went on to become self employed in a busy vibrant salon situated in Skegness
ASFL56	<p>Skegness College of Vocational Training - Jason</p> <ul style="list-style-type: none"> Jason attended Skegness College of Vocational Training to achieve a GCSE in English in order to progress his career with the aim of becoming a teacher. He is currently studying for a History degree with the Open University and also works full time! He manages all of this and still maintains a positive attitude and boundless enthusiasm when attending this GCSE course. Jason is the student every tutor wants on their course because of his drive and motivation.
ASFL57	<p>Skegness College of Vocational Training - A positive outlook for Covid!</p> <ul style="list-style-type: none"> Kacie attended college last year to undertake Hairdressing level 2, After completing her course she then decided to return for Hairdressing level 3. She likes the freedom to do as she pleases and is not always keen to follow set plans, her attendance was quite poor initially and the arrival of Covid introduced further challenges in Kacie's learning environment. However, Kacie's success and turn around came during lockdown. Her attendance on Zoom was 100% and her co-operation to complete tasks was 100%. When other students struggled with the technology of working at home, she did everything she could to remotely assist those learners to get the best experience whilst home learning. Now we are back in college the new Kacie is still present and it is helping her complete the requirements of the course. Her new frame of mind will definitely help her in her employment on finishing this course.
ASFL58	<p>Skills 365 – Nomination for Learner of the Year Award - Laura</p> <ul style="list-style-type: none"> Laura has completed several of our courses previously, including our Life Motivation, Confidence and Mindset courses, a few of our Soft Skills courses, and also our IT courses for Word and Excel. She enrolled originally via one of our online adverts and completed her courses back-to-back. Laura has been a very active and engaged learner from the start, who is always comfortable in asking for feedback. She progressed well throughout her courses gaining confidence as she did. Eventually she gained the confidence to write a CV and start applying for jobs, for which she was successful. She got a lot out of the Time Management course that she completed and found it very useful in organising her time and helping her to prioritise things to best focus on her goals for the future. One of the tasks for the Intro to Presentations course was to create a presentation 'CV', and Laura had also gained useful skills from completing the Word Processing courses. After completing 'Introduction to Presentations' she let us know that she had written a CV and had applied to a job and been successful. It is always a huge joy to see a learner get back into employment, and for Laura it was very deserved as she has worked incredibly hard in upskilling herself for the future.
ASFL59	<p>Skills 365 – A learner story</p> <ul style="list-style-type: none"> After not making time for herself over many years an advert online sparked W into joining the online learning revolution during the pandemic. Shy at first but really wanting to learn and try something that would enable her to progress and motivate her in what has been an incredible different year. She chose "Confidence, Motivation, and Mindset an Introduction" and started in earnest. She liked the way the course was presented and after each lesson, an activity to complete, enabled her to cement her understanding. This course gave her the confidence to look at the positives of life, going forward and wanted to investigate this kind of course further so then enrolled onto the advanced level of the course.....as she says "<i>I want to build a better and brighter future</i>"

ASFL60	<p>Skills 365 – Learner feedback</p> <ul style="list-style-type: none"> • <i>“As the week before Easter, I completed my CV, using online research I found the best fit for me. I submitted it to a local supermarket, attended an interview earlier this week. I have now had verification that I have been successful and start induction training tomorrow. I then will be given my shift rota. Not my ideal job but a step in the right direction. Employment here I come!”</i>
ASFL61	<p>Soteria Solutions – feedback from learners</p> <ul style="list-style-type: none"> • <i>Great, concise course. Friendly, bespoke delivery. Martin was very knowledgeable - great trainer</i> • <i>Very informative and down to earth teaching. Has really helped me realise the importance of first aid and keeping myself and others safe. Very nice guy with heartfelt stories! I have really enjoyed myself and have received lots of helpful advice and support. Now feel this will definitely help me to get back into work/better myself and the people around me. It has helped me better my skills and gain confidence.</i> • <i>Good to actually experience using an AED. Nice & relaxed environment rather than usual training strain. Updated my quals & improved my confidence</i>
ASFL62	<p>Soteria Solutions - First aid gives confidence to charity workers</p> <ul style="list-style-type: none"> • This was an Emergency First Aid at Work 6-hour course run for volunteers of Green Synergy at their site in Lincoln. This was the first course run for this group with the plan that if it worked well for volunteers then it could be repeated for users of the site. Green Synergy is a charity that uses community gardening and horticultural therapy to help improve people’s lives. 7 learners attended, and due to social distancing restrictions, the course was held on their site in Lincoln at the community gardens run by the group. The point of contact believed it would make the learners feel more relaxed and ready for learning in an environment that they were already familiar with • The charity works at a remote location and this combined with the use of tools and some users of the centre being vulnerable, it was important for the volunteers to gain first aid skills and knowledge to give them the confidence to deal with an emergency first aid situation should one arise. When COVID restrictions allow, Green Synergy would wish to organise a course for users of the centre. Feedback received from the experience read <i>“Great, concise course. Friendly, bespoke delivery. Martin was very knowledgeable - great trainer”</i>
ASFL63	<p>Soteria Solutions - Safety in the Home</p> <ul style="list-style-type: none"> • This was an Emergency First Aid at Work 6-hour course run for 5 volunteers at Fydell House in Boston. Fydell House is a Queen Anne house in the heart of Boston’s cultural quarter, which is open to the public for tours and also for room hiring such as weddings. 2 learners were returning learners and the others were new to Soteria Solutions and Adult Learning. Training broadens the skill set of volunteers and enables them to be competent and confident with any first aid skills they may need for visitors to the house and gardens and to look after the volunteers themselves • Funding enables the volunteers to be supported in their learning which is beneficial to themselves and the voluntary sector that they are in. The house and gardens are both opened to the public and the first aid training enables volunteers to improve their knowledge, skills and confidence with first aid to support the voluntary work that they undertake at Fydell house • Feedback received from the course reads <i>“Well targeted content delivered in an entertaining manner”</i>.
ASFL64	<p>Soteria Solutions – Accessible Learning</p> <ul style="list-style-type: none"> • We were asked to facilitate the running of a 6-hour Emergency First Aid at Work course for a group of 9 mothers who are part of the gypsy traveller community in an area of deprivation. The course was split over 2 sessions to enable some of the parents to drop or collect children at school or nursery. Learners attended the course as they wanted to learn new skills and have the knowledge to support their families with first aid if required. Additionally, the learners wanted the opportunity to gain a qualification that could assist them in their work on their family run fun fairs, which helps them to financially support their families. • All learners successfully completed and passed the course, with some learners requiring additional support with their reading and writing and during the exam. The learners expressed that they wanted to undertake a full 12 hour paediatric first aid course in September. We are liaising with the group to make this happen. The learners fed back that they had enjoyed the course. They were thankful that the course was run over 2 sessions, which fitted in around their childcare arrangement. They were a close group of learners who felt supported on the course

ASFL65	<p>Stamford College - Understanding Autism</p> <ul style="list-style-type: none"> We have been offering an Understanding Autism course for a couple of years and have usually had small groups but surprisingly in November when most courses were not recruiting at all as a result of Covid we had a sudden surge in applications. Consequently, we decided to offer the programme on another evening on line. This was possible because most applicants are learning support assistants in schools and are used to communicating on line. It also meant that students could take part who live some way from Stamford. Most students were from the Stamford/Bourse/Deepings area but at least one was from Lincoln – some 50 miles away. The course was very interactive with all the students being able to offer their experiences working with autistic children and the techniques and strategies they used. One participant was a foster parent who had fostered a number of autistic children and thus was able to offer a very wide range of experiences and insights. The feedback from the programme was very good with the following being a couple of examples: <i>“I have thoroughly enjoyed this Course. It has helped me to learn effective strategies for increasing positive behaviour and for decreasing undesirable behaviour. I have learnt proven practical techniques for building social/communication skills in children with ASD and also strategies for supporting children with sensory issues, anxiety and emotional and relationship difficulties related to ASD”</i> <i>“This course has been very informative and has helped me reflect on my practise. From this I have already been able to use some of the information to rearrange my classroom. I have clear strategies that I can use and pass on to colleagues to not only identify children who may need support, the best way to communicate during meltdowns/tantrum and the correct terminology to use too”</i>
ASFL66	<p>Stamford College – Wellbeing Wednesday</p> <ul style="list-style-type: none"> On the last day of the college academic year the Human Resources dept. organised Wellbeing Wednesday with a range of wellbeing activities to help college staff wind down after a particularly stressful year. It was agreed that PCDL funding could be available for those staff who enrolled on four of the events – Getting Back to Normal After the Lockdown, Sketching for Wellbeing, Menopause Awareness for Wellbeing and Golf for Wellbeing. Overall, all the staff taking part in these programmes believed they benefitted, and comments include <i>“I thoroughly enjoyed it and found it very relaxing which was the point of the exercise”</i> <i>“It is always good to take time to review things with a different perspective, learn some top tips and reflect on issues both profession and personal”</i> <i>“more awareness of the menopause, the symptoms that I have been experiencing and if they were linked”</i>
ASFL67	<p>Stamford College – feedback from learners</p> <ul style="list-style-type: none"> <i>I have learnt more about the theory-based practice which I can now apply in the classroom</i> <i>I feel ready to embark on my own crochet projects</i> <i>The teacher makes the classes informative and enjoyable. I will continue some of the practices at home</i> <i>Amazed how much I improved in one lesson’ and ‘I learnt all I hope for and I feel confident now with the stitches.</i> <i>Helped develop my knowledge in the area – continue to learn more</i> <i>I am really pleased with what I have been able to achieve – it has exceeded my expectations</i> <i>‘Gained confidence in the possibility that I will be able to hold simple conversations</i>
ASFL68	<p>Taylor Itex – ESOL learning</p> <ul style="list-style-type: none"> IS initially joined an online Conversation course for ESOL learners which began on 14th September. However, it was soon clear that the general level and confidence levels of the other learners was a bit overwhelming so I offered her the chance to join the Pre-Entry ESOL distance-learning course. The online / home learning nature of the course is suitable for her as she has a young child who she can look after around studying. IS is a very motivated and hard-working learner who has attended every session – including one when she was clearly quite poorly. She always prepares in advance meaning she can get the most out of each class. She does lack a little in confidence and she probably has more ability to communicate than she realises but she has little opportunity to practice English outside of the class. In the initial sessions we worked on giving our key personal information. Having to communicate this information by zoom rather than face-to-face is challenging as learners have to speak clearly to be understood as they would on the telephone. IS has done really well and can clearly state her name, age, phone number, date of birth, address, postcode, e-mail address and spell out her name. We will continue to review and check it but I am confident she could give this information in any real life scenario now.

ASFL69	<p>Taylor Itex – Lockdown and Furloughed: So Zoom Supplied a Purpose</p> <ul style="list-style-type: none"> • This learner had just started a new job at local sports club (Office based) a few weeks before lockdown started and was furloughed. However, she identified that her current Microsoft Office skills required updating. Ideally, she would have liked to attend a class at the learning centre, but fully appreciated that we weren't able to accommodate this at this time. We are 4 weeks into the course now and once again Covid-19 has halted her job role due to the football club being placed into lockdown, and she is unable to once again focus on her new role. The Learner has managed to stay positive throughout, tackles each day as it comes, and continues to hope that she will start her job, in full soon. • The Learner manages to motivate herself in continuing her learning and still fully appreciates that her current learning will benefit her in whatever outcome of this pandemic or whether her job will still be there or not. • On one session the learner apologised because they had not completed the course homework due to the current stressful situation at work, after learning that they were having to lockdown again, so soon to after only just returning back to work. The learner indicated how difficult they were finding things due to their current situation yet stated that she planned to continue with her course, because they had to do something positive whilst enveloped in so much negativity.
ASFL70	<p>Taylor Itex – Resilience</p> <ul style="list-style-type: none"> • VPF is attending a 10-week online ESOL course which runs from November 2020 to February 2021. She previously studied in a Conversational English course which was also 10 weeks long. She joined the class because she is not working at the moment and felt the time was right to put some energy and time into improving her English. • I really want to commend VPF for her resilience as Covid 19 and the changes it has brought to all our lives has had quite an impact on her. She had a plan for her life that included getting a new job – she is well qualified in the electronics field – but then the pandemic hit and job search became much more difficult than even before. In addition, she has a child who has been at home during both lockdowns and she has borne the responsibility for home schooling in a second language alone. Furthermore, she and her daughter spent Christmas alone under lockdown rules. Yet, she attends her online class regularly, is always well prepared for the session and always has a smile on her face. • I have seen VPF's confidence and her actual English ability flourish. She is a lovely member of the class who now shares her stories and experiences and interests willingly with the group. As her tutor, I can say that her English has improved and continues to improve. Her hard work and determination to use her time well, and her ability to keep her motivation levels high, despite the hard times, are amazing.
ASFL71	<p>Taylor Itex – feedback from learners</p> <ul style="list-style-type: none"> • <i>Great experience, really enjoyed the course. I now know my basic first aid and it will help me with my core job.</i> • <i>Very interesting and knowledgeable course. Pleasant and easy to understand Tutor. Extensive knowledge about first aid gained. An outstanding course</i> • <i>Learnt how to assess any situation, get help, analyse treatment, minimise infection. Gained in confidence to the role of a First Aider which will help me once back in the workplace and personal circumstance</i> • <i>A better understanding of emails etc and learnt that there is so much more to Google and what it does. Hoping to spend more time looking into everything. Enjoyed course and everyone so helpful.</i> • <i>I've learnt a lot about basic google search, emails etc and happy it will help me with attaching etc to emails</i>
ASFL72	<p>TEC Partnership – – Nomination for Learner of the Year Award - Oliver</p> <ul style="list-style-type: none"> • Learning to Learn is a 10 hour introductory course to Maths and English for students that have not engaged for some time and/or have had negative experiences with these subjects in the past. This course breaks down the subjects into small bite size pieces, enabling learners of all levels to develop their Maths and English skills quickly through a range of learning resources tailored to suit their specific need. Learning is contextualised to everyday scenarios so that learners can apply their knowledge both in and out of the classroom. • Oliver is a returning learner who initially attended the Centre to undertake his English functional skills as he felt he needed to build his confidence before tackling Maths. Maths can be a challenging subject but Oliver understood that he would need to improve his level of ability if he was to consider progressing into Further Education. Oliver has showed real determination throughout the programme attending all sessions and asking questions when unsure. As he completed each task, you could see his confidence grow as he began to realise that he was capable of achieving

	<p>his goals. Motivated that he would soon be enrolled onto an accredited Maths qualification Oliver applied himself to learn new mathematical terms and methods so that he was ready for the next step.</p> <ul style="list-style-type: none"> On completion of Learning to Learn Oliver was enrolled onto the Level 2 Functional Skills Maths (the highest level we offer within the centre) which he successfully achieved earlier this year. By undertaking, the Learning to Learn programme Oliver was able to set his own targets and accomplish his goals. Oliver has plans to enrol onto further education, and is currently deciding which course he intends to study as now he has so many options!.
ASFL73	<p>TEC Partnership – – Nomination for Learner of the Year Award - John</p> <ul style="list-style-type: none"> The Louth Job Centre referred John to us in October 2020 so that he could improve his computer skills and enhance his chances of finding employment. As John had very little knowledge of computers he was enrolled onto our Basic Digital Taster course which enables students to learn the basics of IT using a whole range of devices including a computer/tablet/iPad, and useful applications such as Office365 and Outlook. This was the first programme that John had studied with us at Louth Learning Centre. Prior to starting the course, we identified that John required support with his reading. He was very anxious about this and was initially nervous about undertaking a programme. The team took time to explain to John that he was in control of his learning and that we would fully support him throughout. John whilst apprehensive decided he would “give it a go” and was enrolled onto the Basic Digital Taster. In order to address John’s learning needs we provided headphones and immersive reader onto his computer, he fully embraced this technology and after just a couple of sessions was more relaxed about learning. Over the duration of the course the change in John was remarkable, he attended every session with enthusiasm and a smile, he brought positivity to the centre encouraging other learners to persevere and overcome their own personal challenges. John is an inspiration to all, despite his difficulty with reading; he was committed and motivated and did not give up. He faced his fears, embraced learning new skills, and is an ambassador for the centre. When John first started at the learning centre, he was unable to use a computer confidently. By undertaking the Basic Digital Taster and the Intermediate Digital Taster with us, John quickly developed the skills needed to use the internet and stay safe online. He also gained knowledge on assistive technologies and data protection and was able to create an updated electronic CV which he subsequently sent to employers. At the beginning of the 2021 year, despite a decreasing labour market John gained part time employment and told us the courses he attended at the centre had helped him greatly in securing work.
ASFL74	<p>Train 4 - Learner Story – Kai</p> <ul style="list-style-type: none"> Kai was previously unemployed for 7 – 8 months prior to attending the Online SIA security officer course in September 2020. The group Kai was in was a mixed group of ages, genders and different backgrounds and were all new learners. Kai did not have any previous experience working within the security industry and attended the course to obtain a new skill and go down a new career path Kai successfully completed and passed the course and has now gone into full time employment in a security role. During the course he obtained a level 1 certificate in customer service which helped boost his skills to work within this sector. He also did training in personal and social development and employability skills which allowed him to develop his interview and job application skills. Kai said <i>“The course was fun and engaging and the tutor was very professional and informative, and I had a really good experience with him. Doing this course has helped me to gain new skills and has helped me to get my license and start working in security.”</i> Kai has since gone into full time employed working on the Boston covid site working for Logic Service Management working as a security officer. In his role he liaises with member of the public upon their arrival to the site and directs them to the relevant destination. Gaining his SIA licence has opened a lot of doors for Kai and has enabled him not only to get a full-time job, but he also has opportunities in the future to work all around the UK doing a vast array of different roles.
ASFL75	<p>Train 4 - Learner Story – Susan</p> <ul style="list-style-type: none"> Susan attended a classroom-based security routeway course with us in March 2020, finishing the course just before the first lockdown. The group she was in was a mix of ages, genders and different backgrounds and were all new learners. Susan had previous experience in the industry as a steward and attended the course in order to develop her existing skills and knowledge to obtain a more secure role within the visitor economy sector.

	<ul style="list-style-type: none"> • Susan successfully completed and passed the course and has since gone into full-time employment in a security role. During the course she took part in mock interviews and employer sessions, with a different employer to the one she went into work with, which improved her confidence when it came to the interview for the job she eventually went into. During the course she obtained a level 2 certificate in customer service which has also boosted her skills and confidence and helped her to work in this sector. She also did training in IT skills for work which has enhanced her IT skills which can be transferred into the workplace if required for the role • Susan has since gone into full-time work with Comprehensive Fire and Security Solutions, working as a security officer. In this role she started off as a mobile response driver and is now working at the Bishop Grosseteste University doing a variety of roles such as keyholding and general manned security guarding at the university. Getting her licence has also opened many opportunities, including having the chance to work elsewhere in the country potentially in the future. • Sue said that getting her security licence has <i>“given her a lot more confidence in herself and gave her the job she wanted to go back into after being out of it for so long. I enjoy what I do and it’s always a bonus when you enjoy what you are doing. I feel that the IT part of the course, has helped me as I also do shifts at the library there where we have to work on digital booking systems so this has really benefitted me. The customer service has also helped me as in my role I deal with the students and members of staff on a day-to-day basis so this has given me a great starting to continue building my skills”</i>
ASFL76	<p>Train 4 - Learner Story – Jazmine</p> <ul style="list-style-type: none"> • This is a basic construction skills course duration 6 weeks held in a classroom environment for theory and 2 weeks practical training in a construction training facility. The group are long term unemployed wanting to gain their CSCS card to gain employment within construction with little or no previous experience • Jazmine came to the course after helping her father do DIY whilst being unemployed. She started with very little knowledge of construction and soon worked her way through the course content gaining a wealth of knowledge. She has shown herself as a very determined person and extremely hard worker as always keen to do more and learn new skills. • Jazmine has shown she is hungry to learn new skills and has developed into a very confident person. 100% was given at all times and this showed when completing her CSCS card test that she passed with ease. All work books completed and gained Health and safety qualifications, IT workskills, Customer service training and employability training. She now has an up to date CV and a new skill set to promote her in the work place. Jazmine said <i>“Loved this course, I learnt so much just wish it was longer, has definitely helped towards my career choices”</i>
ASFL77	<p>Family Learning – Learner Feedback</p> <ul style="list-style-type: none"> • <i>“I just wanted to thank you for should a wonderful workshop, I’ve taken away so much, as a tutor, and as a Mum so thank you so much!”</i> • <i>“Thank you! We found it really interesting and useful and will definitely be looking at doing more courses”</i> • <i>“Do you run any other workshops? I’m impressed with both ‘shops today, I like your teaching style, I think your fun and you really encompass a lot”</i> • <i>‘I enjoyed the pace and flow of the informative and fun sessions with a variety of friendly and professional tutors. The sessions were highly beneficial, applicable and useful for everyday family learning and activities. The tutors have given me toys for my toy box.’</i> • <i>“Thank you so much for all the support it’s helped me understand it more, and get my head around things more”</i> • <i>“I know to be patient and I also know I’m not failing”</i> • <i>“I am interested in lots of different courses to support my two boys, 2 and 4. Also any additional courses that will help support my learning for my 4-year-old who has Autism Spectrum Disorder. Thank you. I would like to say that I really enjoyed the course this morning and Sarah was wonderful”</i> • <i>“As a mum, who is always second guessing herself and by any means not a school teacher I found lockdown learning and homework sometimes daunting. When your child comes home at 4 with homework be it from preschool or school and the look of confusing washes over you, you feel useless. However, this workshop helped me see a window in the world of supporting my child and to the best of my ability. I was able to understand the way he needed to be taught and learn the way I could do it. The workshop is a great additional skill for anyone who is second guessing themselves like me. When I was able to use this new knowledge, I noticed a change in myself and my son and you know what a sense</i>

	<p><i>of enjoyment and profoundness that when we both achieve something together!"</i></p> <ul style="list-style-type: none"> • <i>"Overall I am happy with all the sessions conducted by Nikki, Chloe, Sarah and Helen. They all are very friendly, having a good knowledge about what they taught and helpful too. I really really enjoyed all the sessions and specially felt self satisfied. After a long time I was able to have a me time, it's really boosted me up. I was able to improve my knowledge. I felt I have done something for myself. I wish may all the mothers same like me can benefit through these courses. Also I wish to attend many more courses in the future"</i> • <i>"The online sessions are very good for parents like me who have childcare issues"</i> • <i>"Thank you! We found it really interesting and useful and will definitely be looking at doing more courses"</i> • <i>"My little girl isn't at school yet (she's 3) but these sort of workshops help to prepare me as a parent as I want to both help her as much as possible prior to starting school and with her homework once she does start. I'll certainly recommend to friends too"</i>
ASFL78	<p>Family Learning – Partner Feedback</p> <ul style="list-style-type: none"> • <i>"The courses are well planned and the partnership element is outstanding. It meets the needs of the school well. The families who participated have fed back positively. Family learning is an integral part of our HLE improvement offer. We look forward to continuing our engagement in 2021-22. The professionals we engage with are responsive and understanding to the needs of the families within the locality. This enables a positive interaction for families" - St Giles Nursery</i> • <i>"This course was exactly what the families taking part needed. It covered a wide range of topics and it really helped us engage some of our vulnerable families. The feedback from our families has been very positive and has given strategies for them to use at home. I really feel that this course has been a great introduction to family learning and those attending have grown in confidence in their own abilities. Some quite vulnerable parents attended this time round and I am so proud of all of them! Family learning reflects our ethos and values as a Church of England school. Supporting all members of our community is of great importance to us and we recognise the positive impact this has on our children. We are thrilled to be continuing to work with Family Learning next academic year and feel the courses we have selected reflect the needs of our school community and the children/families we hope that will access them" - Branston Cof E Infant Academy</i> • <i>"Well, we may only have had 4 today, but 2 of them said they are going to try and drum up some interest for next week's workshop! I am sending out the postcards and the expression of interest documents today. Hopefully these may encourage people to get involved. It was a lovely coffee morning and Helen is definitely really easy to work with 😊" - Branston Junior School</i> • <i>"I have spent some time this morning looking at the offer which you have. As discussed with Kate recently, we agreed it would be a good idea to get a well being course set up fairly soon so that we can start a working partnership in the summer term. The SUMO course sounds like it would be highly appropriate for our families and could be a great starting point. Looking at your other offerings, I am really interested in the progression courses for parents to improve their English and maths, but also the getting ready for work, food safety and paediatric first aid. It would be great to have a rolling programme of these courses moving forwards to support the families in our wider community. I would also be interested in seeing these courses offered not just to JSTC families, but also families from QEGs Grammar School in Alford and the primary school. We are keen to see more of a community offer and foster a closer working relationship with the other schools in the town" - John Spendluffe Technology College</i> • <i>"The curriculum and learning programme was planned well and met the needs of the learners, school and community. Where necessary, the sessions were adapted to accommodate the language skills needed in the group. Although there was no outside partnership with this course, the learners collaborated well together and drew on their own experiences or working environment to help inform the group. There was clear information around PREVENT and British values" – Little Gonerby School</i>
ASFL79	<p>Family Learning – Tutor Feedback</p> <ul style="list-style-type: none"> • <i>"Z has 2 younger children of her own and was also caring for her older nephew. The middle child suffers from ADHD and Autism. The sessions gave her the opportunity to spend time with her younger children. The middle, more demanding child, became more engaged in the sessions allowing her to spend more time with her youngest. Over the session Z demonstrated greater confidence to share her thoughts and advice to the others. She has applied for a child minding apprenticeship over the course and is waiting to hear" – Let's Get Crafty at South View, Crowland,</i> • <i>"Another learner who achieved a great deal from the course is AWI. A has attended every session despite sometimes finishing her shift in the</i>

	<p><i>morning and having to attend without having slept for a long time. She is highly committed and is making very good progress. I was delighted to hear that she felt confident enough to apply for a driving job with a local supermarket supplier recently. She was a driving instructor in Poland and is looking for work driving in the UK. She needs to get a full British driving licence in order to secure such a role but we have discussed her next steps and I feel sure she will manage to do it.” – Beginners ESOL Spalding</i></p> <ul style="list-style-type: none"> • <i>“The learner who achieved most was NV. I am so proud of N. She has 100% attendance on this course and has made great strides with her speaking, listening and pronunciation. At the start of the course we had a visit from our NOCN external verifier who observed our online Zoom course. N, who is normally quite reserved and shy, was really chatty and keen to ask questions and it was so pleasing to see her engaging with someone new and being able to have the confidence to speak. In our end of course review she said that she has applied for a job at her children’s school as a lunchtime supervisor which is a huge step for her and I hope that she secures the post” – Beginners ESOL Grantham</i> • <i>“These were engagement workshops. Although group size was disappointingly small, with Covid restrictions the max of 5 (last session) was ideal. All the learners gave positive feedback and have indicated that they will enrol on FL course next term” - workshops at Boston Park, June 21</i> • <i>“Moved over to delivery by zoom. This proved more favourable with learners and myself and enabled me to deliver more smoothly without technical issues. With a small group it was easy to invite all learners to contribute and make comments, they were all happy to do so” – Online Let’s Talk, Bourne Westfield, June 21</i> • <i>“As it was a small group it was easy to encourage all learners to contribute. Using Microsoft Forms for feedback for each session was good and enabled me to feedback individually easily. TEAMS delivery was challenging at times” - Online Power of Play, Brown’s March 21</i>
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ASPECT OF PROVISION : APPRENTICESHIPS - Apprentice Levy (Employer/Provider)

Ref	Detail
AP1	<p>Bethany Smith – Business Support Assistant, Keily House, Louth</p> <ul style="list-style-type: none"> • <i>Of her experience on the Apprenticeship programme Bethany says "Apprenticeships are a perfect way to develop and take the first step in kick starting a career. Personally I love the learning dynamic of an apprenticeship. The Council as a whole has such a positive outlook on apprenticeships and developing and enhancing people through apprenticeship programmes."</i> • <i>"I was supported every step of the way throughout my programme. With support from my trainer, who was only ever a phone call or message away. My manager, who was very flexible and accommodating of my apprenticeship needs. The apprenticeship team as a whole, who give there all to each and every apprentice to ensure that we had everything we needed."</i> • <i>"It has given me an insight into the core of the organisation, it's allowed me to really look into policies and procedures and view the business side of the council, but also opened my eyes to the customer service aspect and not just what we do, but why we do what we do and the impact that has on people. I have gained confidence as well as developing my skills in interpersonal and communication skills.."</i> • <i>"The apprenticeship certainly exceeded my expectations; I never predicted that I would have as much support as I have, I never thought I'd be as encouraged as I have been and I didn't expect the course to be so professional and taken so seriously as it has been. I am a huge advocate for Lincolnshire County Council's apprenticeship programme and would highly recommend it to everyone. It's exciting and inspiring, I was constantly learning and changing as a person, listening to other peoples stories of where they were and where they are now is inspiring. It can be challenging, there are bumps in the road, not everything is plain sailing and there have been times where I've told myself I can't do it but you always get back on your feet and keep going because it's worth it and you have the best people around you to help you get back on your feet"</i> • <i>When asked if she would recommend an apprenticeship Bethany replied "100%, without a doubt. If you want to learn something new, if you want to further your career, then why not! What have you got to lose! It's not a scary as it seems at all, the support you get is immense, you meet incredible and inspiring people along the way and as much as a year and a half may seem like a big commitment it flies by! No matter what your skills set or your academic level, YOU CAN DO IT."</i>

AP2	<p>Carly Jeffrey – Senior Highways Officer, Highways Team</p> <ul style="list-style-type: none"> • <i>Of her experience on the Apprenticeship programme Carly says "This apprenticeship has help me improve in my role as a senior officer and I am more self-aware of my leadership style. My assessor has been incredibly helpful and supportive throughout the programme and the workshops are engaging"</i> • <i>"The reason for choosing an apprenticeship and this one in particular was to increase my knowledge on leadership and management. This will help to strengthen my ability in my current role and any future roles. I certainly believe this has started to help me improve my role as a senior officer as I try to put into practice what I have learnt and be more self-aware as to my leadership stye"</i> • <i>"The assessors on the course have all been supportive. In particular my assessor Liz has been incredibly helpful as she sets up regular progress meetings and is always available if I have any questions regarding the apprenticeship. Also Sophie, who holds the workshops always ensures the sessions are engaging and continually sends the group useful information to help complete the assessments"</i> • <i>"At the beginning it was rather daunting as I wasn't fully aware with just how much work was involved however the more I have progressed with the course the more I have settled into the volume of work and began to enjoy it. The fortnightly workshops with the assessor have been worthwhile and helped me to meet other colleagues within LCC."</i> • <i>When asked if she would recommend an apprenticeship Carly replied "Absolutely! It is always important for everyone to continue their professional development and the course is very interesting especially those wanting to progress in management."</i>
AP3	<p>Pia Highfield – Business Support Childrens Services, FAST team</p> <ul style="list-style-type: none"> • <i>Of her experience on the Apprenticeship programme Pia says "Doing this apprenticeship programme has encouraged me to further push myself to the best I can be and has opened my eyes to the opportunities that are not too far for me to reach"</i> • <i>"I wanted to do something extra alongside my job role to challenge me, keep me thinking/learning and this was perfect as it did just that and I've now also gained a qualification too, which is a massive bonus as it'll help in my future job aspirations"</i> • <i>"My trainer, Alison, couldn't have been more supportive. I really appreciate all her help over my time in doing this course. The whole apprenticeship team are all really lovely, welcoming people and it's been a pleasure to meet and work with them too"</i> • <i>"it's been a great experience I have come out of it knowing a lot more and knowing a lot more people. It has helped me by being able to prioritise my workload as the apprenticeship always had areas to research or reports to be written and my job role would also require me to complete tasks, so now I am able to work efficiently to ensure work is completed in a timely manner and to a high standard, as the apprenticeship scheme always pushed me to by best ability."</i> • <i>"It is a privilege [to be on the programme] as not everyone else in the council has the opportunity to go visit other departments with such ease and it has made me appreciate working/learning balance. My daily life will be quieter without having criteria to work towards! The whole time being on this programme we were always encouraged to go see/do/contact other service areas within the council and this was a massive opportunity to get an insight into other job roles, maybe find one that is of interest and get our name and faces known."</i> • <i>When asked if she would recommend an apprenticeship Pia replied "Definitely, but even more so for anyone who is unsatisfied in their current job role or who wants a boost as they're stuck in a rut, doing this apprenticeship programme has encouraged me to further push myself to the best I can be and has opened my eyes to the opportunities that are not too far for me to reach"</i>
AP4	<p>Sean Gray - Project Support Officer, Business Support & Enterprise Team</p> <ul style="list-style-type: none"> • <i>Of his experience on the Apprenticeship programme Sean says "This apprenticeship pushed me out of my comfort zone and as a result I learnt a lot from this programme. I would recommend an apprenticeship for anyone working in the Council to grow and develop"</i> • <i>"I received full supported from my trainer and by both line managers that I have had during the duration of my apprenticeship programme"</i> • <i>"I believe I am [more effective now], I undertook certain units which pushed me out of my comfort zone and as a result I learned a lot from the programme. For example developing and presenting a presentation was an area that I wasn't very confident in, however after completing this apprenticeship I feel I have developed confidence, skills and knowledge within this area. Also I believe that development of specific skills and</i>

	<p><i>knowledge within this course has helped me to adapt into my new role at LCC”</i></p> <ul style="list-style-type: none"> • <i>“I really enjoyed being a part of the programme and being able to develop and gain lots of skills and experience in areas I may have not been able to do otherwise. There were lots of opportunities throughout the course including shadowing, enrichment events, researching and writing reports, which I really enjoyed as it gave me a good insight into a variety of areas within LCC as well as helping my growth and development both in my confidence but also in my knowledge and skills”</i> • <i>“I would recommend an apprenticeship for <u>anyone</u> working in the Council to grow and develop. Specifically coming from a Business Support role and undertaking the Business Administration Apprenticeship this is a really good opportunity to expand your knowledge and learn about other areas and opportunities within the Council”</i>
AP5	<p>Ashley Behan – Senior Street Works and Permitting Officer, Highways Team</p> <ul style="list-style-type: none"> • <i>Of his experience on the Apprenticeship programme Ashley says “This apprenticeship has given me some good new ideas so far and I'm looking forward to what's coming up next. The content and learning is detailed and I've felt that I've learnt a lot already. The programme is really beneficial if you're thinking about a managerial role in the future or have recently been promoted into one.”</i> • <i>“Following a promotion into a management role, I felt it was important to improve my knowledge of leadership and management theories and practice so I'm able to manage my team effectively”</i> • <i>“The Talent and Learning Team have been great and my tutor has been supportive. It's been good to chat to others on the apprenticeship too, either in our webinars or via the Microsoft Teams chat we've set up.”</i> • <i>“Having completed other qualifications at college in the past, I'll admit I was surprised about the level of work required for the apprenticeship. You have to be ready to commit the time to it. That said, the content and learning is detailed and I've felt that I've learnt a lot already so yes it's been good”</i> • <i>When asked if he would recommend an apprenticeship Ashley replied “Yes, definitely. It's really beneficial if you're thinking about a managerial role in the future or have recently been promoted into one”</i>