

WORKING TOGETHER

Sept 2020 T: 020 8142 4360 E: info@go-train.co.uk



Go Train's learners, staff and referral partners have continued to show resilience and creativity as we work in these difficult times. Our use of online technology to complement our teaching and wider support offer has helped people to improve their skills and develop their careers.

While we have been able to open our centres as safe and Covid-compliant learning environments, we have continued to build our online capacity to offer more courses remotely. Supported virtual learning has also proved attractive to some of our learners with mobility issues.

The feedback we have received from learners and partners has made all our hard work worthwhile. We are delighted that our learners have continued to achieve and to find employment after training with us.

SITTINGBOURNE HELPS MITCHELL TO POLICE CAREER

Mitchell has been a superb learner. He not only worked hard but also supported his fellow learners. Mitchell applied for a job with the police for which he had to do a written assessment. He has been successful at this stage and is now waiting for his fitness checks. While he is waiting, **Mitchell has accepted a job at Wickes** where he has already started work. A fantastic achievement!



CHLOE'S ONLINE COURSE LEADS TO SCOTT CARE JOB



Chloe completed Customer Service Level 2 online. During the course, she was able to speak with her tutor to find out about the various employers we are working with currently. **Chloe was interested in applying for a job with Scott Care and we are pleased to say she has secured employment with them** which she started on Monday 7th September.

GRAHAM TAKES SKILLS TO SITTINGBOURNE COOK JOB

Graham was a model learner and a great team member. **He recently heard back from the frozen food company COOK and was told that he had been successful at interview.** Graham is very happy about the job and really looking forward to a new start.

"I am very pleased. Thank you, Sal. Thank you very much, you are very professional at what you do and put people at ease." - Graham



CHATHAM TEAM MAKE LEARNERS FEEL COVID SECURE IN A SAFE PLACE TO LEARN

"Dear Roxanne and team, I have been attending courses at your centre and just wanted to say a big thank you for the way you have made me feel so welcome in these difficult times. I have really enjoyed the courses and the last two were led in a very relaxed way by Neil Lees. He is a very good tutor and explains things well and I will admit I

found the smaller group better as more help can be given if you have a problem. He makes the learning experience enjoyable and fun. Thank you for the way you have adapted the centre to cope with the social distancing rules and for making every effort to make it a safe environment to learn in. I certainly feel comfortable and safe when I am in

the centre. It isn't easy for any of us at the present time as we are dealing with the pandemic, but being able to come to the centre and be treated with respect and understanding by helpful, friendly staff in a relaxed and safe environment is certainly helping me as it is giving me a focus for each day and I am enjoying doing the training." - Rachel

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MEL'S 'INTRODUCTION TO CUSTOMER SERVICE' IN KENT



"I'm not sure why I first wanted to do the course. Probably just to brush up on customer service skills as I haven't been in paid employment for over ten years. The thought of interviews really sends shivers down my spine. I quake in my heels!!

However, as I was looking through Go Train's website (as recommended) to see what opportunities were available, I decided to click on the button for applying for a course, unsure what to expect.

My journey started with 'Hello my name is Georgina. I'm from Go Train.' I explained what job roles I wanted in the future and Georgina took me through my options step by step, giving me all the details that I would need. She was so accommodating and totally made me feel at ease and explained clearly which course was the right one for me to get me started. I actually asked: 'Will I be able to do this course Georgina?' Georgina was more confident in my abilities than I was, but we'd had such an easy chat that I believed that she would be honest if she had any doubt that I didn't have the ability.

I next did a Maths and English assessment. As a person I am confident but a bit bouncy and I didn't realise I had it in me to stay focused for so long (without having the need

to get up and have a little boogie). So the next thing, I'm on the course and am assigned my tutor, Emma. Emma, I immediately find, is also bubbly (I should underline that) and uplifting. I just knew that my journey with her was going to be great.

My husband and son were really proud of me for starting something for ME, which made me feel extra positive about committing to the course. At first, I got frustrated with my iPad and I lost a piece of work that had taken me four days. I then doubted whether it was even good enough to submit.

Anyway, I did submit it. I rang my husband to tell him and well, the praise and clapping I got. Anyone would think I'd just saved the planet!!! It was wonderful to know I had my family's support though. Each day after dinner I would "go to school". My son made sure I had my water topped up at all times and my husband was making me tea as and when I requested it!

Throughout my learning, I researched and took the time to understand what was expected from me to get me through my course. My personal favourite was doing a presentation. Don't get me wrong – it wasn't plain sailing. It took me hours and I made a note of it on the class comments page. But I was so proud. I achieved that on my own. My parents would call each

morning asking how I was getting on with studying, constantly praising me (bless 'em). My sister kept asking if I needed any help. I just said no, I think I'm doing really well.

I started my course on 9th July and finished at midnight on 7th August. My husband and son had stayed awake with me and clapped my success. It was a relief but I was super proud of myself. The course was never a chore or a burden. I actually loved doing it. Emma, thank you so much. You really kept me motivated, with your fantastic emails and little comments to boost me when I was doing well – and the comments when you wanted more from me. I ended my journey having made great connections with Georgina, Emma and Sally. All three of you have given me the confidence and belief that I can achieve anything. All you have got to do is try - to the best of your ability. Thank you. – Mel



Go Train team feedback: "This is why we do what we do. Well done to all the team!"



Response from tutor: "This is exactly why I do what I do. To be honest, Mel was a star. Such a lovely lady and so easy to talk to. Lots of banter too which is always wonderful. The best thing is just seeing her progress. A complete joy to hear and a total pleasure to deal with." – Sally

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DADE GETS AMAZON JOB IN SOUTHEND

Dade left college during Lockdown. He had little work experience and was unsure in which direction he wanted his life to go. Dade had an IAG session with Go Train and stated that he would like to find warehouse work. Our Southend staff entered him for the Amazon PET and Dade took our Customer Service course. Dade took part in an interview workshop in preparation for his Amazon interview and our staff assisted him with getting his interview booked. **Dade recently**

informed us that he had been offered employment with Amazon. Fantastic news!

Dade said: **“Thank you to all the staff at Go Train Southend for the support and advice I received. I feel more positive about my future.”**



JOB-HUNTING ADVICE THE RIGHT MEDICINE FOR RYAN IN WOLVERHAMPTON

Ryan contacted us because he was interested in a job vacancy on our website. We encouraged him to revise his job-seeking approach and **Ryan has now secured a maintenance position at a local hospital.** Ryan would like to enrol on a course with us once he has finished his training at the hospital.

“Being out of work is one of the most stressful and jarring experiences a person can go through. The important thing to remember is that there are people out there that care and want to help. Listen to their advice and act on it. You will be surprised how quickly you can get back on your feet. It came as a surprise to me just how much guidance was out there for people out of work. I listened to the advice I was given and it helped me find the right role for me. It’s nice to know there is someone there to support you.”
– Ryan

WALSALL HOUSING JOB FOR DILIP IN WOLVERHAMPTON

Dilip joined our DWP program after being made redundant. His confidence had been shaken, but he knew he had to get back out there. Dilip made the decision to come to Go Train where he benefitted from sessions on overcoming barriers and looking for jobs on social media. This opened up more job-hunting avenues for Dilip, and **we are delighted to say that he has secured a position at Walsall Housing Group.** This position is exactly what Dilip was aiming for. Working with a large corporate

organisation will allow him to utilise his skills and experience. We are so pleased for him and know that with his conviction and approach he will go far.

“Thank you to all the team at Wolverhampton for the advice and support and I wish you all the best for the future.” – Dilip.



WOLVERHAMPTON COURSE SITS WELL WITH KARL

Karl’s last job was over a year ago, so when the Job Centre contacted him about our Customer Service course, he jumped at the chance. This course was specifically designed to help those interested in applying for a position with the Civil Service as a Work Coach for the DWP. The fact that the Go Train course was aimed at a specific job role, really appealed to Ryan and he chose this over another course he had in mind.

“I found the course very useful and the people at Go Train could not

have been more helpful. The Level 2 course in Customer Service was more in-depth than I imagined it would be, which I enjoyed. We also did a Level 1 course for Mental Health and Well-Being and Equality and Diversity, which I was not expecting, but did find useful. There were also two very informative webinar events to help people understand what to expect when applying for the role, including interview tips. I would happily recommend Go Train.” – Karl

ROKSANA LOOKS TO SET UP HER OWN BOOKKEEPING BUSINESS

Roksana faced some setbacks to learning during Lockdown, as well as problems accessing IT. We had lengthy conversations with Roksana and she found the confidence to both finish her course and to progress to Computerised Accounting For Business Level 2. **We are now helping Roksana set up her own bookkeeping business.**

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KENT RUNS DWP SBWA IN CUSTOMER SERVICE

Go Train ran an online Customer Service SBWA for our Kent learners. Led by our tutor Sal, learners were given a workbook to follow and had to put together a portfolio of work. Learners participated in live Teams calls and were set session goals every day. Sal was also on hand to offer support via phone calls and emails. Our learners' response to the course and Sal's tuition has been amazing. Learners were also required to complete a daily timesheet, recording the hours spent on the course.

"From the Customer Service course I gained many new skills. If I got a customer service job, I would feel comfortable with the role and would

provide customers of that business with the best service I could. Sal has been fantastic over the past two weeks and has been really supportive. I would happily take on a course with Go Train again as I have benefited from so many things from this one." – Holly

"Can I just say that I've never met a more positive, attentive, sunny tutor! I'm very much enjoying our group discussions and I feel like I am getting a lot from the course." – Al

"I would recommend this course to anyone looking for a customer service role. I have picked up a great deal of information and the workbooks were very helpful, along with the course presented by Sal. Sal herself was an excellent tutor who made the course interesting and entertaining throughout.

Although the course was delivered via Microsoft Teams, I felt I was still able to contribute and be part of the training." – Jack

"The course was delivered in a very clear, concise and professional manner. Support and feedback were exceptional. You were very approachable and fair which helped to instil confidence. The time frame of the course meant that we had ample time to complete assignments. The course had been well tailored to provide not just the fundamentals of customer service but also how that could be transferred into applying for the job coach role. The additional transferrable skill of interview techniques was also incredibly useful. Thank you very much for the opportunity to take part." – Christopher

SELF-EMPLOYMENT FOR SARAH

Sarah took our Sage course and has already started applying her new knowledge to her self-employed business. She told us that she got excellent support from her tutor who was always happy to speak to her on the phone or to answer her emails if

she had a query. Sarah is now excited to be starting her second Sage course with us.

SPARKLES IN SITTINGBOURNE

Holly was very nervous on her first day but she identified the areas of the course that she would benefit from and was keen to learn new skills and to

meet new people. Holly communicated effectively within the team and was extremely supportive of others on the course. Holly gained confidence and self-esteem throughout the course and mentioned that she did not think she would enjoy it as much as she had. She has now gained employment as a part-time cleaner.

SCOTT IS A SHINING EXAMPLE OF HOW TRAINING CAN TURN A LIFE AROUND IN WILTSHIRE

Scott attended courses with Go Train prior to lockdown and continued his training online. When he was referred to us, Scott had just been housed after being homeless for three years. He had lots of personal issues and was really struggling to get back on track. Once in the centre, Scott became a positive influence on all around him and was a pleasure to have training with us. Watching him begin to shine, and the obvious enjoyment he derived from doing his courses, was really rewarding. And we couldn't be prouder to say that **Scott now has a job as a Pressbrake Operator with GW Engineering.**

"Having this job means so much to me – it's given me a sense of pride and achievement. Also getting back to a routine and having structure in my life. I feel lucky to have found this job during the current times we are in. I could not credit my time with Go Train more for helping me get to where I am today. I gained better communication skills, body language skills and learnt how to be social again. Being able to then complete an English L2 qualification free of charge at my age was a real bonus for me, so thank you all! I'm so happy to finally have safe

housing and to be able to watch my daughter grow up happy." – Scott



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