

WORKING TOGETHER

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



Everyone at Go Train has worked tirelessly to support learners obtaining new jobs through “SWAPs” (Sector-based Work Academy Programmes). We are bridging the gap between learners keen to find new employment and employers who are looking for people with the right skills for the jobs they have to fill. We are engaging with new employers every day who, despite the challenges of the pandemic and lockdown, are recruiting and working with Go Train so we can train up our learners in the skills needed by these employers to get Britain working.

NO DEAD-END JOB FOR JACK IN SITTINGBOURNE

Jack was referred to Go Train to complete the Warehouse SWAP. During our video presentation of local job opportunities, Jack's interest was sparked by the position with ECoffins. A small company that manufactures and supplies eco-friendly coffins, they were looking for someone to work in their warehouse, assisting with incoming and outgoing deliveries and generally helping with the day to day running of their site. At this point, Jack was half-way through the Employability course, so it was the perfect time to help him hone his CV and to work on writing an effective cover letter. **ECoffins invited Jack for an interview** and we helped him to prepare for this, even down to what he should wear. Jack returned from the interview positively beaming. He thanked our staff for their help and he couldn't wait to hear the outcome. **We are delighted to say that Jack was offered the position!**



CHLOE'S CARE JOB WORKS OUT NICELY IN SITTINGBOURNE



Chloe's previous jobs had not worked out for her, so she signed up to our Customer Service Level 2 course during lockdown. Chloe really took to online learning and was committed to completing her course. She was not only a hard worker, but was friendly and had great communication skills. We suggested that she might like a job in care and Chloe was willing to apply. **We arranged an interview for Chloe with Scott Care and the employer was really impressed with her and offered her a job!** Chloe has kept in touch and is really enjoying the role!

GO TRAIN COVENTRY GETS DARREN BEHIND THE WHEEL

Darren, a driver at Jaguar in the West Midlands, was made redundant during lockdown. Although desperate to get back to work, he was still unemployed in October. Darren lived alone throughout lockdown and his mental health was beginning to suffer. He was referred to Go Train by his JCP work coach and was a model learner. **When we found him an opportunity as a Trade Plate Driver at the vehicle delivery company Gemini, he welcomed it with open arms. He had an interview and started work the same day!** Darren was thrilled and wished he could shake our hands. Good luck Darren. We were delighted to support you!



GO TRAIN WORKS WITH COOK IN SITTINGBOURNE TO ENSURE OUR LEARNERS AREN'T FROZEN OUT OF THE JOB MARKET

Jacob was referred by his work coach at Sittingbourne Job Centre to complete the two week Warehouse SWAP. **Jacob attended his**

guaranteed interview on Friday 23rd October with COOK and is now preparing for his second interview.

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WOLVERHAMPTON WHIPS UP A WINNING MENTORING SESSION



Go Train were asked to support DWP and run mentoring circles to provide our learners with access to some really inspiring people. For the first session, our key speaker was Keith Fraser, Chair of the Youth Justice Board for England and Wales. Keith is also the Non-Executive Director/Trustee at The Work Force Development Trust Limited, Advisor for the National Police Chiefs Council Digital Engagement Project for Young People, and Chair of Employability UK.

Keith also produced the business plan for City of Wolverhampton council where he was the Chair of the authority's statutory Youth Offending Management Board and was the Strategic Police Lead for the Prince's Trust across the West Midlands. Keith is an inspirational individual and was able to share his journey with the group and get them to think about various strategies to overcome challenges faced through adversity.

Our second speaker was Michelle Mills-Porter. Michelle is an award winning global expert in human behaviour and works with blue chip organisations across the UK. Michelle was already a multi award winning business owner before she was involved in the Boxing Day tsunami. Having discovered something incredible about the way we operate under immense pressure, she immersed herself in learning all she could about why we behave the way we do and what triggers our motivation. She developed her skills in behaviour profiling and went on to become a Master Practitioner before launching her own consultancy with more than 50 certified practitioners.

The mentoring sessions were a great success and our learners gave us some lovely feedback.

“Thank you Bhupi for organising these sessions. The feedback has been really positive and some of the work coaches have rung me to book the next sessions. Couldn't ask for any more!”
- S Patel, JCP Wolves

“Never been part of anything like this before. This should be taught to everyone really early on. It will help everybody. Although I didn't know Michelle, it was like she was describing me perfectly. Feel like I have turned a corner.”
- L. Didiova

“This has come at the right time for me. I am in awe of what I have heard! Thank you. I can't wait for the core values information. Really excited and will let my work coach know.”
- P. Robinson

“Found it really interesting. Made you think what you are capable of and how you can adapt things that you have achieved but forgotten about. I am going to write what I have achieved and what I am proud of tonight and remember that the best is yet to come!”
- R Chumber

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KIERAN HOLDS OUT FOR A HELPING ROLE, WHEREVER IT MAY BE

Kieran was referred from Folkestone JCP to complete the DWP SWAP. Kieran applied for the work coach role in three different locations, with the hope of relocating if successful. Unfortunately, he did not pass the Judgement assessment for the local role, but is awaiting a response from the other two roles (one

being in Scotland). While waiting for a response, **Kieran got a job interview as a Street Worker for a Homeless Charity on 4th November and is much looking forward to the possibility of getting such a positive role, helping others that need it the most!**

WOLVERHAMPTON HELPS ELIZABETH STRAIGHTEN THINGS OUT

Elizabeth began her career in the military, but before the Covid outbreak she was selling hair straighteners, a job which she described as **“something fun and light that made people feel good”**. When Covid hit in March, Elizabeth was made redundant. After several weeks of being on Universal Credit, her job coach suggested she apply for a position with DWP and go through the L2 Customer Service course at Go Train.

Elizabeth feels this advice led her **“on a journey of self-consolidation and discovery”**.

“The course was extremely beneficial. At a time when the world was in a crisis, it provided some normality, such as being able to interact with my peers. My tutor Kiara was very funny and engaging, which made the course enjoyable, as well as providing personal development. I enjoyed the course so much.”

Go Train were so impressed with Elizabeth that they encouraged her to apply for a tutor role in their Wolverhampton office.

“The reason I would love to work at Go Train is because of the ethos. I would welcome the opportunity to deliver the same quality service that was delivered to me - from the Centre Manager, Tim Phillips-White, to the community engagement Tubasem Maik, and all of the tutors at the Birmingham Centre.” - Elizabeth

VIRTUAL CUSTOMER SERVICE COURSE MEETS EXPECTATIONS AND MORE IN CHATHAM

Although initially nervous about taking a virtual course, Helen really enjoyed it and was so glad she enrolled.

“Being able to participate by using the chat box, rather than the webcam and mic, came as a relief to me and I very much appreciated the way Niall accommodated this. Niall was relaxed and friendly throughout the course, and made me feel comfortable and at ease from day one. He made it clear to the class what our objectives were for each session, and we all worked towards achieving these in a methodical but fun way. Niall was very good at involving everyone in the discussions we had, and always acknowledged everyone’s input and

answers. The size of the class was just about right - there were seven students in total - and it was made up of a really nice bunch of people, which made taking part all the more pleasant. The length of the sessions - two hours - was also just about right. I found the portfolios and workbooks easy to work through, and the comments Niall added to portfolios when he marked them were positive, encouraging and helpful. By completing this course, I learnt new things about customer service and the daily interactions boosted my self-confidence. It was a worthwhile and beneficial experience. Thank you Niall for being such a lovely tutor!” - Helen

SPOILT FOR CHOICE WITH SITTINGBOURNE SWAPS

Thomas was recently referred to Go Train Sittingbourne for our Morrisons SWAP. During his first week he attended our virtual group discussion on the employers we are working with in Kent and was happy to see that not only did we have Morrisons on board, we also had COOK. **Thomas has since applied for both of these vacancies and had interviews for both.**



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DELIVERING SUCCESS IN KENT

Benn was referred to Go Train to complete the two-week Warehouse SWAP and completed Customer Service Entry Level 3 and Employability Entry Level 3 in this time. Benn appeared to be shy and quiet, but we could see him gaining confidence and engaging more actively in course tasks, as well as working well with and supporting other learners. **A really good candidate, Benn had a number of interviews, first with COOK Kitchen but then he was snapped up by Will Barnes (DHL).**

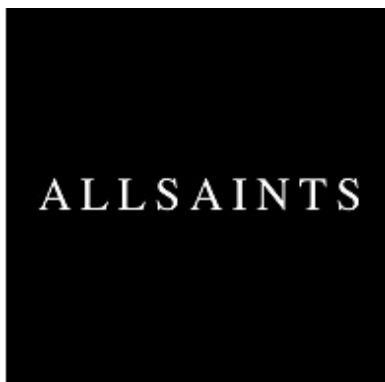


WILTSHIRE TEAM HELPS LEARNER OPEN UP A DEGREE PATH DURING LOCKDOWN

We have been working with Isaac, a NEET learner from Wiltshire, who although very intelligent, had been held back by his high anxiety levels. We were helping Isaac to apply for an apprenticeship with the Wildlife Trust but, although he got to the interview stage, apprenticeship opportunities were then cancelled for 20/21 due to Covid. Isaac was disillusioned, but we continued to support him and helped him to work on set projects and to complete a folder of work he

had prepared for his Wildlife Trust interview. Isaac also completed a mock interview with Building Bridges, a charity in Wiltshire that refers learners to us. **Isaac then made the decision to go to university and we are thrilled to say was accepted on a Foundation Degree course in Applied Zoo Science.** We are so proud of him and so glad to have helped him to find the confidence to realise his potential.

JADE'S JOB COMES MARCHING IN KENT



Jade came to Go Train to complete a Customer Service course which resulted in her **getting a short-term job at the All Saints warehouse.** Jade would like to continue learning with us and is especially interested in our Environmental Sustainability course. We plan to keep working with Jade until she finds a permanent position.

UNEMPLOYED SINGLE MUM FINDS NEW CONFIDENCE WITH OUR CUSTOMER SERVICE COURSE IN KENT

"I have just finished your Customer Service course with Emma Fitchett and wanted to tell you how I felt about the experience. I came into this thinking it was just something to put on my CV, but I learnt so much more from Emma and everyone on the course. It definitely made me feel like I could do a lot more than I thought I could. I'm not a confident person but I can say that I am much more confident in what she has taught me. She helped me through everything I

struggled with and didn't make me feel incompetent while doing so. The people she will tutor in the future will be extremely lucky. I am a single mother who has not worked in a long time. Go Train has given me the opportunity to boost my qualifications and the staff have been understanding about my circumstances and how it affects my time management. I would definitely use your organisation in the future and recommend it to anyone that asks." - Shannon



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