

## **Case Study – Somerset Skills and Learning**

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### **About the learner**

Janis had worked for 20 years in the retail trade before taking a ten-year career break to concentrate on bringing up her family. During this busy time, she had set about studying for and achieving her Computer Literacy and Information Technology (Clait), together with her European Computer Driving Licence (ECDL). This ensured that Janis kept up-to-date with the changing pace of technology and the ever-evolving working environment that she had temporarily left behind.

### **The Need**

Despite recent achievements, Janis felt that she needed to get back into the workplace and use her carefully-acquired skills rather than lose them. Whilst keen to do this, she also recognised that both her confidence and her IT skills could do with a boost. She needed some clear direction in terms of how to find and sign up to the right course for her immediate and longer-term needs.

### **The selection process and implementation**

It was then that Janis contacted the Business Skills Academy <http://www.businessskillsacademy.co.uk> in order to find the course most suited to her requirements. These were: being able to access value-for-money training courses and studying at a locally-based college. Through the Business Skills Academy, Janis was directed to Bridgwater Adult Learning

and Leisure, (part of Somerset Skills and Learning) who offered her a free 'taster day' for people interested in careers in administration.

Janis already knew that being able to access high-quality, low-cost training within a friendly, local, professional learning environment was extremely important to her. And based on her previous successes and knowing of the excellent quality learning provision offered by Bridgwater Adult Learning and Leisure, Janis signed up for a Diploma in Administration immediately.

Alongside these studies Janis was also able to study for her Level 2 Word Processing and Text Processing (Distinction obtained), Clait Plus qualification, Level 2 in Literacy and Numeracy, Basic speed typing and Basic and Intermediate audio typing which she also passed with a distinction.

### **The benefits**

Working through the Business Skills Academy meant that the training cost to Janis was minimal. It ensured that she was presented with a range of either fully or partially-funded learning options to suit her budget.

Being able to source, attend, study for and very successfully complete the courses meant that very easily, Janis was able to attend college and learn a range of administration skills. These included: how to write a business letter, send an email, and carry out paper-based and electronic filing as a taster for the more challenging Diploma course. In turn, Janis increased her confidence and found herself well-equipped to manage the next challenge of securing a new position.

The enhanced skills that Janis gained through her studies were put to the test when after the courses had finished, she successfully applied to Somerset Staffing for temporary work and within the week, was offered a receptionist role at Bridgwater Adult Learning & Leisure. And even better, the role was made permanent shortly afterwards.

## Future plans

Now working from 9am – 1pm five days a week, Janis manages the stationery ordering for five local offices and carries out project work for another local business one afternoon a week. She has since completed her Level 3 advanced text production which she also passed with distinction.

Janis said: “Through studying for my Diploma, I’ve managed to change my whole career. I feel good that I’ve achieved everything that I’ve done and I just want to keep going. It’s given me a lot more confidence”. Janis is now looking at other ways in which she could continue with further training through the Business Skills Academy and Somerset Skills and Learning.

To find out more about the Business Skills Academy, please click here:

<http://www.businessskillsacademy.co.uk>

Approvals:

Maureen Mead: 29/01/09