Learner journey: Robert, 17

SCHOOL
Left school with no qualifications, unable to read.

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

THIRD SECTOR
Referral via Connexions. Felt attracted by this small provider and friendly tutors. Received EMA, which was key to his decision to get back into learning and trying to find work.

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

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

"I thought 'What's the point of going back to how it used to be and being lazy, not having a care in the world what time I get out of bed?' The course kept me on the straight and narrow."
Learner journey: Karen, 49

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

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

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

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

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

“The tutor was very encouraging. If she saw someone would struggle she would encourage them to do it with someone else, and do pair work. The tutor seemed to find strength in every person.”
Learner journey: Ryan, 18

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

College?
Failed to secure a place at an FE college.

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

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

Outcome
Course made him feel more positive about doing more learning, improved confidence, practical skills. Has completed another course and plans further learning.
Learner journey: Michael, 19

**Disadvantage**
Lives in a deprived area.

**College**
Dropped out of college due to health problems.

**Work**
Worked in a bike shop, where employer encouraged him to further learning and an apprenticeship.

**Third Sector**
L2 NVQ in Engineering Maintenance and Installation. Enjoyed the practical focus of the learning, and that it was ‘not like school’.

**Outcome**
Gained technical skills, a qualification, and is progressing to L3 learning with same employer.

“It wasn’t like a teacher relationship; it was more like a friendship, more respect for each other”
Learner journey: Emily, 22

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

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

COLLEGE?
But it was expensive, and full-time so she couldn’t work.

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

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

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