



# Case Study

**Karen Stopp**

**Project:** Enhanced Employability Skills for JSA Claimants

**Location:** Ipswich Suffolk

**Job Outcome:** Fresh Food Produce Assistant

Enhanced Employability Skills for JSA claimants helps people who are unemployed develop the additional skills they need to find employment. This can consist of a one to one assessment of current skills and abilities, job search and interview techniques and a range of Bitesize courses to suit their needs.

Karen was concerned about finding the right job. She'd had help before with putting a CV together but she wasn't very happy with it or confident that it would help her get the job she wanted. She was also lacking in self-confidence.

The Jobcentre put her on the TCHC programme, Enhanced Employability Skills, but she wasn't really keen to go as she thought it would be a waste of her time. She decided to look into TCHC and checked out our website. She went along to see what the course and the tutor were like. She met Paula for two hours to gauge how it worked and during that time she realised that this time the course would work for her and felt confident after just this initial meeting.

Karen had been on courses before set up by the jobcentre and had felt that they hadn't really helped much, but after speaking to Paula the tutor and having attended the first few sessions she knew that this time it would be different.

Karen thought the training and support she received was brilliant and she applied it to interviews and job fairs. With TCHC's help she put together an excellent CV one she was confident and comfortable with. She was given advice on interviews and learned new skills and techniques, such as recognising her nerves and how to deal with them. Confident in her CV Karen took it to the local Co-op where she handed it in and they were so impressed that they asked her to attend an interview. She got offered the job after a brilliant interview and within 3 hours was told she had the job.

On her interview Karen said "I did all the things Paula told me to do, like looking up information on the company and asking questions at the end. I also went to job fairs and got offered three jobs, but I really wanted the Co-op one as it fitted around looking after my little boy."

The support she received didn't stop when she got her job; her adviser still contacts Karen to check that she is ok. "I could honestly not have asked for any more, I've got so much confidence in myself."

Karen was so pleased with the course and couldn't also see how much others were benefitting. She thinks she without it she would never have had the confidence to find a job she loves.

*The programme is funded by the Department of Works and Pensions.*

