



## Building Futures Case Study

Building Futures **Participant C** joined the project as they wanted to return to employment but didn't know how to approach this, or if they could return to their previous sector. They had been unemployed for over ten years due to becoming a parent and raising their children. Participant C had previously worked in childcare at a nursery as a Nursery Assistant, but was unsure if their qualifications would still be relevant, and if they would still want to secure work in this sector.

Working with their Building Futures Navigator, Participant C identified skills that are involved in being a parent that could be used on her CV to update it. When her CV was updated, Participant C benefitted from coaching in using various job search platforms, and on how to adapt their CV for different roles. Inquiries were made with a number of nurseries to find out if the qualifications needed to be updated and relevant local college courses were identified. The qualification was still relevant, and it became apparent that most employers would update the staff member's training through their induction processes.

We took a different approach to finding jobs in a nursery by searching as potential parents. This provided a list of four additional providers in the area. One was recruiting at the time. Participant C was coached to look for providers' buzz words and unique selling points to include in the application and interview. One provider informed us they do trial mornings or afternoons as part of the interview process.

Participant C was supported to work through some of the common interview questions, and made some notes, then rehearsed and added to the notes. They were coached about appropriate questions to ask at the end of the interview to show potential employers why they should recruit them. Participant C responded well to this bespoke support, received good feedback, and was successful at the interview.

### Participant C

#### Goals:

1. Identify transferable skills
2. Update CV
3. Improve interview techniques
4. Secure employment

#### Outcomes:

1. Confidence built through identifying transferable skills
2. CV updates to reflect skills, abilities and achievements in the past ten years
3. Thorough interview preparation leading to employment offer

*“Thanks for your support in giving me confidence in my ability and new skills to get back into employment after ten years.”*



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## Participant B

**Participant B** had not been working for some time due to having children and being a carer for their parent. They had very low confidence in their ability in returning to work and current skill set due to changes to their personal health.

A Building Futures Navigator worked with Participant B to find out what job they would like most, and to work with them to see how they could reach their goals at their own pace.

The participant completed online training, face-to-face training and a two week work placement at Coastline where they said: ***“I enjoyed meeting the team and feel more confident to go back to work even after my first day of placement”***.

After supporting with CV writing, job applications and funding support to purchase interview clothing, the participant gained employment in the job they wanted most.

### Goals:

1. Gain confidence
2. Update skills
3. Make job applications

### Outcomes:

1. Work experience placement successfully completed
2. Confidence gained through accessing training
3. Employment secured in the role they wanted

***“Thank you for all the help you’ve given me – I really appreciate everything. You’re amazing at your job and you helped me in the worst of times. I am loving work! Things are great!”***

