



# Good News Stories



job

Thera East Anglia's supported employment programme aims to find enriching and meaningful employment opportunities across all sectors for people with a learning disability that have been recognised as ready to work.

Our three Job Coaches – Terri, Rick, and Eloise, are extremely dedicated and passionate about helping individuals build on their social network and transferable skills to ensure they can be a valued member of any working team.

Here, we want to offer a spotlight feature for trail-blazing job seekers who have successfully landed work through the programme.

## Ashley's Story



technology



growth



digital



skills



frustration

With the ever growing fast paced world of technology, combined with the unprecedented times of the many lockdowns in the past two years, it has become more apparent that developing your digital skills is a fundamental way to getting one step ahead in the world of work. Funding from Innovate and Cultivate has allowed Thera East Anglia to run an incredibly exciting digital inclusion pilot to support 48 adults with a learning disability across Cambridgeshire with digital skills and to make the most of being online - including searching and applying for jobs, literacy and numeracy skills, shopping online, socialising and contacting government, health, and leisure services.

For Ashley, being able to undertake this course from the comfort of his own sofa has meant he has been able to learn new skills without leaving the front door. "Eloise and Rick have been working with me since August 2021, however it has been a frustrating process as I really want to get a paid retail job and it's disappointing when you get rejected even though



interview



course



email



virtual



type



feedback



classroom



supportive



reflect



enjoy



communication

you did well in an interview”. As job opportunities were extremely limited within the local area, Eloise suggested that Ashley could use the time to further his online knowledge by undertaking the course. As well as this, she found him a two-week online course in a Level 1 Introduction to Customer Service via Cambridgeshire Skills and SPS Training.

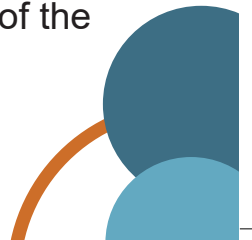
Eloise supported Ashley with creating a Gmail Account through the recommendation of the course leader. Through here, they were able to access a link to Google Classrooms to be able to view the live stream of the course and have real time discussions with the course leader and other class members. “I found the virtual classroom very good. It was a small classroom and the other people who attended it were very friendly. I liked that we could talk to everyone on the course via webcam from my own sofa with a cup of tea! I found using the Google classrooms very good, it was easy to use especially with my touch screen laptop. I liked that we could type in our answers instead of having to write it down on paper”.

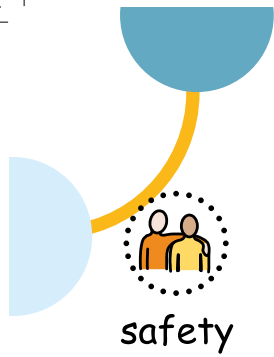
Ashley could also view and fill out his learning journals online to reflect on each day, as well as upload his daily assignments to the classroom portal. He could also view the feedback on his work the next day and make any adjustments or necessary changes to ensure he got full marks on each work!



Ashley was incredibly engaged throughout the course and gained confidence in using the Google Classroom feature (something even Eloise hadn't come across before!). Feedback from the course leader, Steve, showed that ‘Ashley has been terrific, funny and supportive to others in the classroom’. He also scored full points at the end of the two weeks!

When asked about reflecting on the course, Ashley commented – “I found the course very well and I really liked how friendly Steve was. I especially enjoyed learning and identifying things that could be important to customers that are all different, such as helpful staff, prompt service or even the quality of goods. I had never really thought about that beforehand and so it was completely new to me! We also learned about different communication styles and how we would use them as a service. Talking, body language, listening, written - such as typing an email or letters, telephone. It was really useful to learn about all of the different ways we communicate with people.”





As the job situation has unfortunately not improved, Eloise is now hosting bi-weekly sessions for Ashley to undertake the Tech It Out project to further upskill his digital understanding. He has recently started on his first module in internet safety and has already been extremely proactive in taking part.



job



CV

“I feel very good about learning new skills and learning how to be safe online. I especially like the interactive parts we get to take part in. I hope that all of these new skills I get to learn will look really good on my CV and that I can get a job very soon!”

