

## BXL Case Study - Caroline

**Please note- to protect the identities of the individual, we have for the purpose of this article, changed the clients name.**

### Client background:

Caroline reached us when she was eighteen and a half, so the need for her to be engaged in full time training, education or employment was becoming quite urgent. She had completed number of NEET programs previously but had never managed to establish what area she wanted to specialise in. Once on an elev8 course Caroline began to think a little more seriously about where she was going and what direction she was travelling in for a career. Caroline had been working part time in a local fish and chip shop for a while, but knew she had a lot more to offer. She had previously completed a few weeks work experience at the Ackers, so when a position at a PGL camp in Herefordshire cropped up , Caroline was put forward.

### Client situation:

Caroline finished her schooling with low GCSE grades and as a result felt she had been excluded from a number of different Further Education options. She begun a cycle of drifting from one short term NEET provision to the next without managing to take the next step forward .

Her lack of direction and staying power on courses longer than 3 months meant Caroline began to limit her own success. She showed a lot of promise and drive when on her elev8 course.

### Support provided by BXL and partners:

During her time with elev8 Caroline received support from elev8 team members and delivery provider staff in order to develop her future career goals. Working closely with Caroline we began to highlight to her that she was the main obstacle to her own success by limiting where she was going. The aim was to inspire Caroline to believe that she *could* get a decent job and that she deserved the chance to get one. Caroline has been at PGL for over 6 months now and is "loving every minute of it" I have visited regularly to make sure everything is going well.. I am in regular text and phone contact with her and all reports from staff at PGL are glowing. I believe it's the personal touch that really helps with the clients were work with, especially when they can see that our team actually does care about what happens to them, even when we have ended our working relationships. Both BXL Outreach Workers and training provider staff were involved in making sure Caroline identified her skills and qualities and how these would be beneficial to an employer.

### What happened:

Caroline has nearly completed a full season at PGL's Hillcrest centre and will have achieved a Level 2 Catering NVQ qualification ahead of schedule. She has been asked to return to PGL for the 2010 season, but this time as a trainee Outdoor Instructor and shall begin her training with the company in France, with a view to future longer term employment in PGL once all training has been successfully achieved.