

CASE STUDIES – November 2011

Learner A

Learner A comes from Cuba and now lives in Glasgow with her British Husband. When she first came to Glasgow YWCA she had very little English and needed to learn English before anything else. She has been coming to the YWCA for roughly three years and has accessed English classes and undertaken the ECDL course in this time. As part of the ESOL Pathways to Employability course, she also undertook the Reception Skills and Core IT Skills for Work courses, and had a volunteer taster working on the reception of the YWCA's Family Learning Centre. Learner A found the courses and volunteering really useful and felt that the ability to put the learning from the reception skills course into practice while volunteering was extremely useful. As a result of this experience she felt she gained a lot more confidence in using the skills and putting the knowledge into practice. Learner A found the Core IT Skills for Work productive as it allowed her to develop more work focussed IT skills than she had with the ECDL, and it allowed her to practice and perfect tasks like creating and running a mail merge. Overall, she found the courses and particularly the volunteering link extremely enjoyable and a really positive experience. As a result of her training and reception experience learner A was employed as a temporary part time administrator for the YWCA for six months and loved putting her skills into practice for real. After this she continued to volunteer at reception on a regular basis whilst at college studying to be an interpreter for Spanish speakers. She stopped volunteering in October due to lack of time to study and attend interviews for jobs.

Learner A Progression

After leaving YWCA, learner A successfully gained employment in a Glasgow Hotel as a receptionist and is doing very well there. Although she still dreams of being an interpreter one day, learner A is happy with her job as a receptionist at the hotel for now.

Learner B

This young woman was referred to YWCA from the TARA project in October 2010. She is a young African woman who lives on her own and has no children or family in the UK. She first attended the Beginners Computing (Equal Skills) course. Once she completed this she started and completed Core IT Skills for Work and then completed an ECDL computing course which she started in January 2011 and finished in June 2011. All of these courses are certificated and recognized in the workplace. In December 2010 she also completed an 8 week Glasgow History & Orientation course (It's Your Glasgow) where she learnt about the history of Glasgow and visited various places of interest in Glasgow with the group. This improved her knowledge of Glasgow history and helped her to gain confidence within the Glasgow community.

She also completed the Literacy for Administrators course, Internet skills course and a College and Progression studies course. These courses were funded by the ESOL Development Fund. This fund helps women with English as a second language to progress through developing and building on their skills and knowledge for moving onto college, work or volunteering. The courses ran between November 2010 and March 2011, and she received a completion certificate for all classes completed.

Learner B - experience in her own words

"I came to YWCA to learn computing skills and to study and gain knowledge. My first impression of YWCA was friendly staff and a good atmosphere to be in. I have made a lot of friends here and YWCA makes me feel at home.

I completed Equal skills then did Core IT skills and ECDL. I liked ECDL as it taught me a lot, although it is hard work it is worth it. I also completed an Admin course at YWCA. I enjoyed this, but was not very confident at answering the phone in the role play activity because I was worried I would get it wrong and not be able to understand on the phone.

I liked coming to YWCA to gain knowledge and not stay at home doing nothing. I have applied to Stow College to study Social Sciences with help from YWCA and am waiting on a letter to start".

Learner B Progression

Since leaving YWCA in August 2011, learner B gained a place at Stow College to study Social Sciences and completed this course successfully. On completion of this course, she applied for various jobs and was eventually successful in obtaining a job as a project worker for a Glasgow Charity. Learner B is very happy with her life now and said she would not have been able to get where she is now without the help and support of YWCA.

Learner C

Learner C is a young woman who suffers from mental health problems and wanted to do something to occupy her mind, learn something new and make friends. She joined YWCA in April 2011 and has settled in to our family learning centre really well. She has a young son and lives on her own. She has no family around her and when she first came to YWCA she had no friends. As she was very low in confidence at that time and wanted to meet people, she was offered a place in the evening young women's social group. She has been attending that since April and also now attends the social group on a Wednesday during the day as well as the Thursday evening group. Whilst she attends the classes, she puts her son into the crèche within our centre. She feels confident with knowing that her son is in safe hands and looked after by experienced crèche staff in the same building that she is attending. She has also attended and completed a computer beginner's course and gained an SQA certificate. Learner C was also involved in an short animation project whilst attending the women's social group and went along to the BBC Scotland Lab with some of the group, 2 staff from St.Mungo's museum who were also involved with the group by working on a Curious Project, and a the YWCA group tutor. She loved getting involved in the project and took part in the narration of the animation which took a lot of time and effort. Learner C has gained a lot more self confidence since joining the YWCA and her son enjoys going to the crèche to play with the toys and join in with activities with the other children. She is now wanting to progress onto ECDL which is a 4 half day computer course which runs for 21 weeks and is SQA certificated. Learner C feels very happy at YWCA Family Learning Centre and has made lots of new friends. She says that YWCA is her second family and loves to be around people she feels comfortable with and can talk to.