

PET-Xi CASE STUDY



Karen Pearce, aged 40, left her job in the travel and leisure industry in February 2020 after suffering with her mental health and realising that she needed to take a step back and look after her wellbeing.

After deciding she was ready to go back into employment, Karen, from Coventry, was referred to PET-Xi by the National Careers Service to help boost both her employability skills and confidence.

Support provided by PET-Xi

Karen took part in PET-Xi's Level 2 courses in IT user skills, customer services and team leading and its City of Culture programme. She was also given the opportunity to attend a social event at Coventry Glides, a temporary ice-skating rink based in the Coventry Cathedral Ruins.

Each of the courses Karen attended provide learners with a variety of employability skills to enable them to progress in their careers.

Char Bailey, who lead the team leading course, said: "Karen did incredibly well on the team leading course. She engaged well with the course and with the other learners and was really open to sharing her experiences and ideas.

"She also helped others with the course content, providing them with clarity, which was lovely to see.

"Despite suffering a few internet problems, Karen showed a lot of resilience and was extremely persistent – it showed just how committed she is to her education.

"She already had a lot of knowledge and experience, but lacked confidence in her ability so was hesitant to apply for new roles before refreshing her knowledge.



STORY
KAREN'S

Char Bailey



IT USER SKILLS

“It came as no surprise that Karen was voted as our Star of the Week by the other learners. She looked genuinely shocked when we announced the winner and was very humble and gracious.”

Outcomes

Karen has been inspired by PET-Xi and is now hoping to become a work coach to help others in a similar situation to herself.

“PET-Xi gave me the confidence boost I needed after deciding that I was ready to go back into employment.

“I had the experience and the life skills but felt that I needed a bit of a refresher, and all of the courses I have taken part in have really helped with that. The ice skating was also really fun!

“Covid has brought a lot of things into perspective and it’s made me feel lucky about what I have. Now I really want to help others like me and become a work coach.

“PET-Xi is like a family – the whole team is so supportive and is always there for a bit of a laugh and some banter. I’m so thankful that I was referred to them.”

Karen Pearce

Together we work as one

The courses Karen took part in were funded via WMCA through PET-Xi’s City of Culture programme.

If you would like to do the same course as Karen we would love to hear from you!
To sign up call Ruth Edwards on: 07387 412 952 or email: redwards@pet-xi.co.uk