

# PET-Xi CASE STUDY



Chloe Southall was working as a passenger assistant for a local taxi firm and wanted to push herself further, but she was low on confidence and didn't know what she wanted to do as a career.

The 23-year-old already had a Level 1 childcare qualification and initially held an ambition to becoming a teaching assistant, but after attending numerous interviews her confidence took a knock - and so did her decisiveness over her career.

Chloe was then referred to PET-Xi via the JobCentre where she was mentored by the firm's Recruitment and Professions Co-Ordinator, Charlotte Briscoe.

## Support provided by PET-Xi

Whilst Chloe explored potential career opportunities, Charlotte helped Chloe to up-skill across a variety of sectors to enhance her CV, which involved gaining level 2 qualifications in customer service, health and safety, and IT.

The courses were crucial, because not only did they enable Chloe to find out more about jobs she might enjoy, they have also equipped her with a variety of transferable skills.

**Charlotte said:** "When Chloe came to visit us it was clear there was so much untapped potential in her, and she just needed a helping hand to help her maximise her talent.

"Alongside the courses that Chloe did, I also spent time rewriting and restructuring her CV to make her stand out to prospective employers, and also secured some placements for her at a local hotel and primary school for her to sample different worlds of work

"To help build her confidence we also spent time practicing how to answer difficult interview questions, which undoubtedly helped her to secure work placements and the job that she has now."

# CHLOE'S STORY



West Midlands  
Combined Authority

Charlotte Briscoe



# CONNECTING COMMUNITIES

## The outcome

PET-Xi has helped Chloe to secure a full-time role as a support worker at Midway Care, where she supports people with disabilities in their homes.

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**“Without the support of Charlotte I wouldn’t be where I am today.**

**“She helped me to apply for jobs that I didn’t think I could - partly because I didn’t think I had the right qualifications and also because I was low on confidence. That has all changed now and I love the current role that I am in.**

**“One day I could be helping someone do the basics such as cooking and cleaning, while the next I’ll be keeping someone with a mental health illness company to make sure they’re okay. I really feel like I am making a difference and on a path where I can progress.”**

## Chloe Southall

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### Together we work as one

Chloe was supported through the West Midlands Combined Authority (WMCA) project Connecting Communities which is aimed at helping residents in the Camp Hill, Whittleford, Ansley Common, Stockingford, Hartshill and Chapel End areas of Nuneaton who are unemployed or in low income roles move back into employment.

The vocational courses that Chloe accessed were funded by the WMCA’s Adult Education Budget, which aims to equip adults for work, up-skill current employers and find specialist training.

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