

PET-Xi CASE STUDY



Ian Watts, aged 52, spent the majority of his career in the Royal Air Force (RAF) which he left in 2012.

In 2020 he was made redundant from his position as a garage door engineer due to the Covid-19 pandemic and was referred to PET-Xi by his work coach at Peterborough Job Centre for the Level 2 Customer Service course.

Although Ian was given the opportunity to complete a number of formal qualifications on leaving the RAF to support him in the future, he did not study customer services so signed up to the course.

Support provided by PET-Xi

The Customer Service Level 2 course, delivered through PET-Xi's virtual learning environment, teaches learners skills including the best ways to resolve difficult situations with customers, how to motivate staff effectively, and how to deal with any problematic workers.

Ian was voted 'Star of the Week' by his fellow learners and after being so impressed with the course delivery, he then signed up to PET-Xi's Level 2 Team Leading course, a qualification aimed at individuals aspiring to become a team leader.

PET-Xi's Ruth Lowbridge, who led the team leading course, said: "Ian was very confident learner who was comfortable to take part in discussions and give his opinions on the various topics covered.

"He also spoke about his previous experience, including his assessor qualification which he gained through the RAF.

"He was a very positive member of the group and also demonstrated good IT skills when supporting other learners experiencing technical issues."

Outcomes

Thanks to Ian's previous experience and the knowledge he demonstrated during the courses, he was offered a position as an assessor with PET-Xi following a successful interview.

STORY
IAN'S



Ruth Lowbridge



LEVEL 2 CUSTOMER SERVICE

“I really enjoyed both of the PET-Xi courses and was very impressed by those delivering them.

“They were all very friendly and explained the course content well, and despite there being a diverse range of learners with varying levels of experience, everyone understood what was being taught.

“I was very pleased and surprised to be put forward for a position with PET-Xi by one of the assessors on the customer service course.

“After a successful interview I’m now supporting with the delivery of PET-Xi’s Level 1 Warehousing course, and will be taking more of a lead on this when I’ve developed my knowledge of the course content. I also hope to expand to deliver more courses in the future.

“I’m really enjoying it so far – I used to deliver training to new starters in the Air Force but that was face to face, so now I’m building up my confidence in online delivery.”

Ian Watts

Together we work as one

The courses Ian took part in were delivered through the Ixion programme, funded by the European Social Fund Skills Support for the Unemployed (ESF SSU).

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