

PET-Xi CASE STUDY



Sandra Zubyte, 44, was out of work for two and a half months due to ill health and at a crossroads with her career. Whilst facing uncertain thoughts around her next role, Sandra was receiving Universal Credit, and it was during an appointment at the Job Centre where PET-Xi was recommended.

With a background in teaching, Sandra signed up for PET-Xi's Civil Service Programme in Walsall, gaining a Customer Service Level 2 qualification in the process, and through the guidance of Delivery Tutor Sushil, Sandra was able to make her next career move.

Support provided by PET-Xi

During the two-week Customer Service programme in August 2023, Sandra was able to connect with Sushil, as straight away he spotted core skills that suited to classroom roles with PET-Xi.

Whilst completing the Customer Service Level 2 qualification and preparing for the Civil Service process through CV workshops and cover letter creation, it was evident Sandra was losing interest in the Civil Service roles and the general process.

Sushil ensured regular check ins with Sandra during breaks from course content alongside consistent wraparound support such as free breakfasts, lunches, and travel expenses. During these check ins, Sushil was able to pinpoint the progress Sandra was most interested in and highlight specific skills that would lead to Sandra becoming a Delivery Tutor with PET-Xi.

Delivery Tutor, Sushil Jisra, said: "Sandra was on the Walsall Civil Service cohort in August. I arrived on the second day and noticed quite early that the Civil Service process wasn't floating her boat, so I opened a conversation with her during the break on the third day and true enough, she wasn't sure.

"Sandra had just fallen out of work and whilst signed off sick, the job coach had suggested our course, and she came to see if it would be of interest.

"I believe that during my session on SMART targets, where I ask learners to think about the relevance of what they are doing, Sandra had started to question whether the Civil Service roles were right for her.

"We then began talking about her past roles and it became obvious quickly that her passion was for teaching and training. We then started to talk about my job and what it involved, the positives and the negatives, and I suggested that she may consider doing what I did.

"I asked her to come back to me if it was what she wanted, and we would begin a conversation with Karen, PET-Xi's Skills Delivery Team Manager. A few days later, she came back and agreed to speak with Karen, so this was facilitated as Karen was dropping into the course the following day.

SANDRA'S STORY



“My whole ethos with any cohort is to encourage them to consider the right path for themselves and not be led by others and Sandra took this on board. She had no qualifications in the field but worked hard to gain them to join the team at PET-Xi as an associate and has worked with me on a few occasions, including her shadowing period.

“The biggest thing that struck me during her time as a learner and as a trainer was her ability to connect with those around her (her peers and her learners) and her willingness to share her experiences and her compassion for others. These are the values that lead her to being successful with her cohorts and being recognised by them for making a difference.”

Outcomes

Sandra was guaranteed an interview for a variation of Civil Service roles which were due to be completed during the course. Due to Sushil's dedication to ensure suitable outcomes for learners, Sandra chose to not participate in these interviews and instead focus on working within PET-Xi classrooms.

Despite a lack of relevant qualifications, Sandra showed skills and characteristics that Sushil spotted would be highly suited to working within a PET-Xi classroom and was pointed in the direction of a Level 3 Award in Education and Training, to begin her progression route.

Sandra said: “The Course was very welcoming, intense and effective, I had a brilliant Tutor in Sushil Jisra. He had a very positive approach towards me, and the other learners and it helped with the group being very lively. Every morning learners were greeted with nice and welcoming breakfast and a cup of hot drink, which was helping to create a warmer atmosphere in the room.

“During the course ladies were offered an opportunity to attend Smart Works in Birmingham, which gave fantastic insight and support towards building self-esteem and belief. The course also helped me to look at myself from other perspectives and evaluate what I'm good at and what weaknesses I need to work on to succeed.

“The Civil Service application process was explained in an understandable manner and Sushil's motivation helped me to aim for more. Besides this, I had an opportunity to complete the Customer Service Level 2 Qualification, which helped me to open more new opportunities, such as working for PET-Xi.

“I took the course as a great opportunity to explore something new, however, as I had a background working in teaching, I showed interest in working for PET-Xi. I was recommended to contact Karen Hill and have a conversation regarding what classroom roles PET-Xi could offer.

“After this meeting I was able to apply for my Level 3 Award in Education and Training which helped me to move forward towards my new goals. The progression route taken following completion of this was an Assessor's qualification, highlighting the success of Sushil's support.

“Upon completion of the Level 3 AET, I was offered a position as a Skills Delivery Tutor with PET-Xi, enabling me to help people that come from a similar background and situation.

“The PET-Xi Course really helped motivate me to aim for more. As I was given the tools and opportunity to reflect on my qualities and skills, and evaluate myself, I managed to boost my confidence. Through the Tutor's support and guidance, it allowed me to get back on track to do something I would love and gain knowledge and different experiences every day. I love it.”

Together we work as one

Sandra's programme was facilitated from the West Midlands Combined Authority, through BCTG funding.

**If you would like to do the same course as Sandra we would love to hear from you!
To sign up call: 02475 311814 or email: courses@pet-xi.co.uk**