

PET-Xi CASE STUDY



Paul Vassell, 58, found himself in a dark place facing uncertain times following his resignation at his previous workplace.

Having paused his future job search to focus on attaining qualifications that could shape his future, Paul was referred to PET-Xi's Cyber Security course via the SCC Centre recruitment staff.

Following Skills Tutor Chris Haresign's expert advice and passing the course with flying colours, Paul was taken on as an associate trainer by PET-Xi due to the qualities and mentality shown throughout.

Support provided by PET-Xi

During the Cyber Security programme that started in March 2023, Paul instantly connected with Skills Tutor Chris, who spotted the hidden talents and characteristics, that would hone the development he was looking for.

Alongside completing the qualification, which was extended to support Paul being taken on board by PET-Xi as a trainer, Paul had regular check ins with Chris, to not only support his development and skill set relating to the course, but how he was developing as a trainer and person.

Skills Tutor Chris Haresign said, "At the outset of our cyber security course, Paul demonstrated real potential. As the programme progressed, he not only mastered the material with proficiency but also emerged as a natural mentor to others in the cohort. His aptitude for grasping complex concepts was matched only by his innate ability to convey them to others with clarity and patience.

"Paul's background in sales and customer service, combined with his genuine empathy, proved invaluable in supporting a collaborative learning environment. By the end of the course, it was evident that Paul possessed the rare combination of technical expertise and interpersonal skills that define an outstanding trainer.

"His journey from learner to prospective trainer was a testament to his capacity to nurture the development of others."

PAUL'S STORY



**West Midlands
Combined Authority**

Outcomes

The Cyber Security course is designed to improve learner's computer literacy skills; however, the course provided a path to a much bigger picture for Paul. Through Tutor Chris Haresign's support, lessons, and advice, Paul unlocked the confidence and desire that had been masked due to the nature of his previous workplace circumstances.

Paul showed incredible resilience and highlighted there is always light at the end of a very dark tunnel and continues to input the values that not only represent PET-Xi but represent Paul as an individual.

Paul said, "Truthfully, my circumstances were quite grim before enrolling on the course. Having recently resigned from my job, I found myself in a state of uncertainty, actively seeking an opportunity or training program that would equip me with valuable skills. The situation felt bleak, and the prospect of acquiring new competencies seemed like a glimmer of hope amidst the darkness.

"I attended a job fair where I had the opportunity to meet the recruitment staff from The SCC Academy. During the final stages of an IT course I was undertaking, I was fortunately introduced to the PET-XI team.

"I found the breakfast club to be a highly beneficial and energising start to each morning. It fostered a sense of camaraderie and provided an excellent opportunity to get to know my fellow learners on a more personal level over a croissant and a cup of coffee.

"From the very beginning, PET-Xi has been a constant source of support and companionship. Throughout the cyber security course, my tutor demonstrated professionalism and excellence. His vast knowledge in the field was evident, yet he made a concerted effort to ensure that every student, regardless of their learning pace, understood the coursework thoroughly.

"They inquired if I had ever considered pursuing a career in teaching, specifically in the areas of Digital Skills, Customer Service, or as a Teaching Assistant in schools. Initially, I wasn't entirely convinced, but deep down, I knew that with the right training and guidance, it was a path I could potentially excel in. Fast forward to today, I have gained experience assisting in schools, supporting digital skills courses, and lending a hand with online customer service programs.

"Working for PET-Xi serves as a reminder that there are employers who genuinely value individuals, regardless of their age, ethnicity, background, or circumstances. PET-Xi has been walking alongside me, guiding, and supporting me throughout this journey. They value people for who they are, constantly encouraging and empowering me to take the next step in my professional development."

Together we work as one

Paul's programme was facilitated through the West Midlands Combined Authority Free Courses For Jobs.

If you would like to do the same course as Paul we would love to hear from you!
Text: 074 8535 2830 Call: 024 7531 1814 or email: courses@pet-xi.co.uk