

## Employment and Skills

# Case Study



## Craig P, BBO Customer

### Background

When Craig was referred on to the Connecting Choices programme, he had been out of work for almost 9 months. Craig last worked as a gardener for a housing association. He had worked as a cleaner, which he didn't mind as he was working alone. Craig felt he was bullied when he worked as a gardener for the housing association, and he started developing anxiety and confidence issues. Craig did not enjoy the workplace and was in the process of looking for a new job. Craig's main interest is within the gardening, horticulture sector.

Craig worked in a warehouse previously and did not enjoy the working environment. Craig does not enjoy working in big groups and being indoors. Craig understands this is an environment he does not want to be in again. Craig has confidence issues and had difficulties performing well in interviews. Craig wanted to complete some training to help pursue his interest in gardening further. Craig's main barrier was lack of specific qualifications, confidence, and anxiety. When I met Craig, he was unsure how to look for work in the gardening sector, he didn't have the confidence to look for training, he felt stuck and unsure of the current job market.

Craig suffers from anxiety and does not like working in big groups. We discussed about possible courses he can access and the different variations of study. With the research we did, Craig understood that the type of course he wishes to achieve will entail a practical element in order to pass. We had an in-depth conversation and Craig understood that to take his first step and move away from his current situation, he would need to find his confidence and complete the course. We discussed and went through what the course would be like, how it would be taught, possible numbers in the classroom etc. This helped Craig build a mental picture of the situation and prepared him for the duration of the course.

### How did we overcome barriers?

Due to COVID-19, there was limited support to offer to Craig, we agreed majority of the support would be through telephone and email support. I explored with Craig his main concerns and he agreed to build an action plan where he would complete step by step tasks to eventually meet his goals and aims.

Craig's main aim was to gain relevant training and qualifications suited to the horticulture sector. We explored what Craig knew about this and what training and experiences he lacked. Craig understood he lacked specific certificates such as a PA1 and a PA6 pesticide control.

As Craig had been out of work for a while, we explored the job market and discussed current vacancies, different job sites and how to apply for work. We explored different sectors and I provided information on the horticulture sector and their recruitment process. Craig understood that horticulture vacancies are seasonal and the next big recruitment drive will be in Feb and March. Craig agreed to apply for jobs where he can work alone but not kept in a one room completing the same repetitive tasks. We agreed to look for porter opportunities, cleaner, yard assistant opportunities until gardening work picks up in spring.

**continued...**

## **Results achieved**

Through various discussions, Craig managed to enrol onto a City and Guilds level 2 course at Reaseheath college and eventually completed his PA1 and PA6 certificate. Achieving this certificate puts Craig in a better stand in securing work in horticulture, gardening work as he can operate and use pesticide equipment and chemicals.

Craig has also managed to build various CV's for different jobs which he will use to apply for work. Craig understands his confidence and anxiety needs further attention, but he feels positive that he is taking the right steps to get to where he wants to be.