



**SWRAC**

## **CSCS Card Training Course** **Liverpool, L3 9NA**

**Tutor:** John  
**Learner:** JD

### **The learner starting point**

When JD started on the CSCS programme had little classroom experience and was unemployed having recently left prison. He did not know what to expect from the course and if he would be able to achieve the qualifications at the end.

### **The learner journey** (including support provide)

JD (learner) was keen to work in construction but needed a CSCS card. He was referred to SWRAC via 'Achieve NW' so that he could attend the week-long course to achieve his City & Guilds (C&G) Award in Health & Safety and prepare him for the CITB Health, Safety & Environment Test for Operatives.

Achieve NW is a charity that work with the probationary service, helping convicted offenders in a range of areas including employment. Margie Hudson from Achieve NW has worked with SWRAC for years. She has always found the process of dealing with SWRAC very straight forward and has never had any issues. The feedback she has received from previous learners is that they are always made to feel welcome, they are always treated with respect and the same as any other individuals despite their background. Margie mentioned that often other training providers can fall down in this area, but she has only heard about positive experiences from the leaners who have attended SWRAC.

When JD first arrived at SWRAC in April 2021, he was quite sceptical about the course. He did not like the idea of being sat in a classroom for a week. John (tutor) was aware of how JD felt and worked with him and supported him, making him feel as relaxed as possible.

John tried to make the learning experience for JD as pleasant as possible ensuring it did not feel like he was attending a school. John allowed JD to be himself, he would have a laugh with him and encouraged JD, and the other learners, to discuss their own experiences. This approach seemed to suit JD and he soon began to settle in. John tried to treat JD with respect and JD seemed to respond well to this chatting openly about his experiences, asking questions when unsure, and talking about his future job goals.

Due to circumstances out of his control JD could not stay for a whole day on one of the days. To help him catch up John organised some one-to-one time with JD to ensure he did not miss out on anything.

At the end of the week JD had successfully passed his C&G Health & Safety Award and had confidently done some mock CSCS tests. SWRAC then organised JD a Pearson Vue test centre

voucher so he could take his CITB Health, Safety & Environment Test for Operatives. John described to JD what to expect when he turned up for his test at the test centre and what he would need to bring with him.

JD successfully passed the Pearson Vue test which meant that SWRAC could apply for his CSCS card on his behalf.

Not long after JD had successfully finished the course John had a phone call from a previous learner enquiring if John knew anyone near the Baltic Triangle who needed a job as his company had a vacancy. John passed these details onto JD. John then kept checking in with JD to see if he had applied and if he needed a hand with this process. JD applied for the job and was successful in his application. He is now currently employed by this company.

### **The outcome for the learner**

When JD started at SWRAC he had very little educational experience and lacked the certification to get a job in construction which he wished to do. JD successfully attended this course and, with the support given from SWRAC, was able to achieve both the C&G Award in Health & Safety and the CITB Health, Safety & Environment Test for Operatives. With the achievement of both these awards SWRAC was able to apply for his CSCS card on his behalf which would allow him to work in construction. Having this card will open up opportunities for JD allow him to apply for jobs that before he was underqualified for.

After JD had finished the course John (tutor) kept in touch and advised him of a job vacancy. Due to this recommendation JD is now employed and working in construction which is what he wanted to do. This job will give JD experience and money which will help him for future lifestyle and career opportunities.

### **The learner voice**

When JD started the course, he did not know what to expect but was 'open-minded'. He enjoyed the course a lot more than he thought he would and felt that John's teaching approach suited him. He felt that John's approach was very relaxed and his 'explanation on things was good' and his lessons were 'not boring'.

JD felt that if he had any questions either during or after he had completed the course, he could just pick up the phone and speak to John. John would always answer the phone and always supported him. He found John 'very approachable'.

Whilst at the centre JD did some mock tests to prepare him for the CITB Health, Safety & Environment Test for Operatives. He found this very useful as it prepared him for what to expect on the day of the test.

John told JD about a job vacancy that he knew about, and he encouraged JD to apply. JD is now still working at this job which would not have happened if it were not for John.

JD said he thought SWRAC was very good and would recommend them to anyone.