

Appendix 2

National Careers Service Feedback and Case Studies

"I just wanted to say you was very helpful and if it wasn't for you, I wouldn't have found the course I wanted to do – L2 Mechanical engineering course at Chesterfield college started yesterday "

Tell us what we did well:

- Very good support during a difficult time
- They helped me prepare my cv, because I'm still learning English, and I don't understand much to do it myself.
- You carefully studied my working experience and gave professional advice on how to improve my CV and how to look for a job.
- Offered advice that is useful to where I would like to move into.
- Clear instructions & helpful comments.
- Advising me on how to address being out of work for a long period.
- Listened well to the situation, helped prepare a CV on the same day
- Advised to take some course on being your own boss
- My advisor was very kind and helpful when I went to visit. She provided me with lots of materials to help with my career search.
- With being in full time work with the same employer for the last 26 years I've found the information really helpful.
- Very good communication over the phone easy to chat to friendly staff
- I thought the course was in depth and explained well
- Provide info that I could look into and ideas
- Such a source of information! Very helpful, very attend, very friendly and very inspiring!

Coming to the UK from the Ukraine has been daunting but the support I have received from The Hub has been excellent! I found Miranda to be easy to talk to and approachable. She has helped me to compile a CV and has pointed me in the direction of job sites and further training opportunities. Thank you so much'

'The Hub is brilliant! Everybody tries to find a way to help you. I wouldn't have been volunteering if it hadn't been for Miranda – everyone needs a Miranda in their life'

Coming to the Hub and talking to Miranda has helped me a lot – it has helped me decide that I want to work with children. Miranda has helped me to do my CV and she has helped me to apply to do some voluntary work. I have been volunteering at Fairplay and I am working with children with disabilities. Sandra has told me about the Childcare courses available locally which can then lead onto an apprenticeship – thanks so much you guys.



Case study 1.pdf



case study 2.pdf



case study 3.pdf