

Customer case study

Gaining the drive, confidence and self-belief needed to secure a dream position

Travis was referred to the National Careers Service by his Universal Credit adviser, who recommended it as a great course of action to take when seeking employment. He met with a National Careers Service careers adviser who supported him to complete a self-assessment to identify employability areas that he needed to work on, such as time keeping, professionalism and enthusiasm towards new challenges. They took the time to sit down together and reflect on Travis' job history, the skills he has developed as a result and where he wants to see his career progress in the future. On the back of this, his adviser supported Travis to create an action plan, setting regular objectives for him to focus on during his journey back into work. Travis found these tools to be particularly useful as he had been out of work for some time and they helped him to maintain focus and work towards his goals.

The careers adviser Travis was working with also helped him with searching for full-time employment through reviewing and supporting him to develop his CV and introducing him to a range of job-hunting resources he was not previously aware of. This included introducing Travis to multiple agencies within his local area that he had not previously known about, therefore opening up new avenues of potential work. This guidance was tailored to the specific sector and roles Travis was interested in.

As a result of the support the National Careers Service provided him, Travis has started work in one of the businesses he was keen to work for and in a role he is passionate about. Travis said: ***“The confidence I have gained from being in contact with the National Careers Service is immeasurable. Knowing that you do have control over your own career path and that you can dictate what that is, is a powerful feeling. Going forward in my career I will seek out opportunities rather than wait for them to come my way; ensure that what I am offered is what I want and that I have and maintain a clear plan of where I want to be. The National Careers Service has shown belief in my ability, now it is time for me to see it too. By contacting the NCS you are opening yourself up to possibilities and solutions to a multitude of questions you may have regarding your career. It will help to build your confidence in your own abilities, learn new skills and consolidate those which you may not realise you already have. I truly believe it is a culmination of my experience with the National Careers Service, the advice received from my adviser here and my own drive and determination which has led to me securing the defence role I was chasing and with a company where my career can be long and prosperous.”***

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