

**Ian** had been unemployed for several years and had not accessed any learning for many years. He was recovering from some personal issues and was looking to return to work. He had already identified that he had a need to gain some new IT skills so that he had the necessary skills for a potential employer.



**Best Training** started working with Ian on the **Dorset CEIAG** contract funded by European Social Fund and Education Skills Funding Agency and in partnership with Dorset Local Enterprise Partnership. The programme offers support for unemployed and economically inactive people over 25 years old to find work (voluntary or paid), education or an apprenticeship.

Ian expressed that “I was concerned as I get anxious and a lot of pain from sitting for long periods. I felt the programme itself would be a bit of a struggle.” Best allowed the training to be flexible so that Ian felt confident getting up and walking around to reduce the pain. In addition he attended shorter sessions as well as implementing some emotional support. The programme supported Ian to complete an Entry Level 3 IT course and a module of a Level 1 Word Processing module. Ian is hoping to volunteer/work on a local bike project.

***Ian expressed that he feels, “I have grown in confidence.”***