

# Improving Access to Learning



## Case study One: **Improving Access to Learning**

### Learner Story: **A Healthcare Support Worker Talks about accessing the Career Pathways to Study for Formal Qualification, and her experience returning to formal learning....**

*Tell me a little bit about your job...*

I am a Training Administrator with the Training & Professional Development department in my board. Prior to undertaking the qualification my role was mainly administrative but I did also show staff how to use e-learning resources so I did support staff training to a certain extent.

*Tell me about the qualification you studied for...*

I studied for the CIPD Level 3 Certificate in Learning & Development. I started in October 2015 and finished in March 2016. I attended 4 x 1 day workshops based at DPG in Glasgow. The rest of the course was delivered online via webinars. It was a lot more work and study than I had anticipated and it was difficult at times juggling the work/family/study but I really enjoyed the learning experience.

*Tell me why you decided to undertake the CIPD Qualification...*

I really wanted to gain more confidence in my own abilities and build on the skill set I already had.

*Has anything changed for you at work since completing the qualification?*

I've always been a proactive person but now I would say I'm even more proactive. I have a much more solution focused approach to the everyday challenges that I come up against at work.

The qualification has built on the skill set I already had and has given me the confidence to:

- facilitate e-learning sessions at corporate induction
- design and facilitate ad hoc group exercises at corporate induction
- deliver a 'patient-story' talk at corporate induction (based on my experiences as a daughter of an elderly patient)
- deliver the 'patient story' talk at a training day for managers
- mentor Project Search Interns on work-placement

“*Importantly I now see that everyone has a valuable contribution to make to the organisation no matter where you work. On reflection I would have liked to have started the course with some of the confidence I had at the end. At my first workshop I questioned myself “Why am I here?”*”

*What was the best thing about your experience?*

The best thing for me was realising that I was not too old to study and learn, and the immense pride I felt when I successfully completed the course.

*What's next for you?*

Studying for the qualification has enabled me to see how my existing skills and knowledge can be further developed and allow me to progress whilst remaining within my department. If a higher level job was available and I had the correct skill set, I would not hesitate in applying for it.

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