



## AMAZING RESPONSE TO SWINDON'S AMAZON SWAP

Go Train Swindon recently ran an Amazon SWAP. All learners completed their courses, which they found to be informative and engaging. Learners had high praise for our teaching too! The learners came from all walks of life and were dealing with various personal struggles – but, once in the classroom, they all connected in such a positive way. For many learners, face-to-face learning makes such a difference and we were delighted to be able to run the SWAP in centre. However, Go Train is also really proud of its successful outcomes through virtual learning and students who joined the Amazon SWAP online, felt equally included. Our Amazon group is now engaged in the various stages of the interview process, which Go Train staff are monitoring closely.

**“We really care about our learners, and our staff are always prepared to go above and beyond to help them get back on their feet. It is therefore really rewarding for our team when they receive positive feedback.”** - Sharon Robbins, Centre Manager

### Feedback From Our Learners:

**“The course was really great. Each day was different and engaging and the work wasn’t overwhelming at all. It was broken up into nice chunks, which made it easy to work on. We were taught how to use skills like Active Listening and I really enjoyed this. This is going to be of huge benefit to me for interviews! Thank you Go Train!”** – Duncan (virtual learner)

**“These courses really helped my**

**confidence. Before coming to Go Train I would sit in a corner and keep to myself. I would never get involved in discussions or anything like this, as I thought I would look really stupid or be judged by those around me. Being at Go Train changed this. Everyone really values your input and they handle any corrections in a really professional manner. I am joining in most of the group discussions but I am never forced to if I don’t want to. I am speaking to and making friends with people who I never thought I would be, as I thought that I would not fit in with certain crowds. Thank you, Go Train.”**  
– Reece



**“It is a great environment to work in and the classroom discussions have been really engaging. I would recommend Go Train.”** – Regan

**“When I moved to Swindon from London a year ago, I was extremely nervous and did not know anyone. This situation had not changed when**

**I walked into Go Train. I am not good at meeting new people or being in a new place, and I was really nervous. However, by the Wednesday, I was absolutely loving it. The tutor and the staff were brilliant! I’ve actually made new friends in my classmates. I feel confident and I am looking forward to the interviews. In the past I was never a learning person and couldn’t get the hang of sitting in a classroom. I’m so pleased to learn lots and to get a qualification and a CV.”** – Dwayne

**“I was really nervous when I first walked in, but as soon as I sat down I felt completely at ease and welcomed by the staff and the group. The tutors are amazing and explained everything well. It really helped get me through the two weeks. I had a great time at Go Train and it really gave me a new perspective. I would recommend this to anyone who wants to move forward.”** – Dale

**“When I went into the first course I was really nervous, until I had met everyone that was part of the course and the staff. We had such a laugh and I learnt so much. It really helped to refresh my memory on ICT. Thank you to Go Train.”** – Chris

**“It was awesome! At first, I was nervous of going there, but the tutor and the staff helped me build up my confidence and really motivated me to be engaged with the learning and the rest of the class. Normally I’m shy and don’t talk at all – they got me talking to everyone there. I would recommend Go Train.”** – Clarissa

## GO TRAIN CHIPPENHAM TRAIN FOR T.K.MAXX INTERVIEW

Tyler had worked in retail for a long time, but was made redundant due to the pandemic. He was finding it impossible to get interviews, so his work coach suggested Go Train's TK Maxx SWAP. Once he knew that this involved a guaranteed interview, Tyler jumped at the chance. Unfortunately, his interview has had to be put on hold due to the second national lockdown but Tyler is staying optimistic. He is currently using this time to complete further courses with Go Train to give him even more of a step-up when his interview can go ahead.

**"I learnt more than I expected to on the Customer Service course, especially considering I had always worked in retail. I now know all about legislations and handling internal customers, which is going to give me a great benefit when going for the interviews. During my time at Go Train, I have received great support from all the staff and have expanded my knowledge in various different areas. I would highly recommend taking courses with Go Train."** – Tyler

James was referred by his work coach at the Job Centre as he needed further support in finding work and improving his ICT skills. James had previously been a window fitter but due to personal circumstances, he became both homeless and unemployed. Unable to find employment, James was forced to live in his car for three months. James has now managed to get himself into supported housing and has completed his courses with Go Train. When TK Maxx opens again, he will be going forward for his interview. We wish Tyler and James the best of luck!

**"I found the ICT course incredibly beneficial. I learnt so many skills and now feel I could apply for jobs which I might not have been able to before. The interview at the end of this is guaranteed and this is a bonus! The support I received from staff and NCS has really helped me identify goals and manageable ways to reach these and I am really happy I came to Go Train. Thank you for this opportunity."** – James

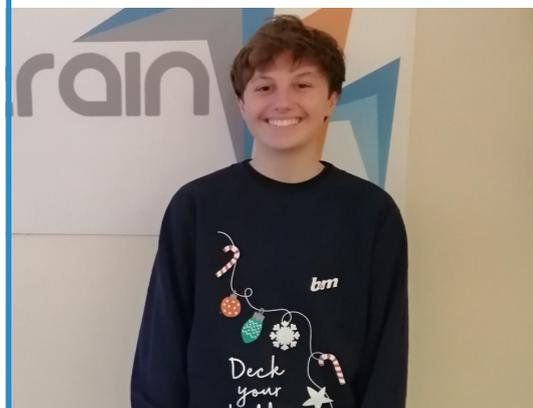
## AMBER BEFRIENDS LEARNING IN ANIMAL FRIENDS SWAP

Amber had been in continuous employment but lost her job due to the COVID-19 pandemic. She has since struggled to find sustainable employment. Amber was referred to Go Train after speaking with her work coach about upskilling and becoming job and interview ready. Amber joined us for the virtual learning course and showed amazing dedication, work ethic and a 'can do' attitude towards learning. We were really pleased to see her grow in confidence. **Amber is currently going forward for the guaranteed interview and we wish her luck in this.** "I found the course really interesting, especially the section that focusses on legislation.

**The tutor helped me to think about customer service in a way I have not done before, despite working in this area my whole life. I'm really happy that these courses are still able to run and be delivered in this climate. They really helped motivate me and get me back on track and it's a great way to see new and friendly faces daily."** – Amber

**animal Friends**  
Pet Insurance

## RHYS SOUNDS OUT THE JOB MARKET IN LOCKDOWN



Charlie moved back to Chippenham after completing a university course, but was really struggling to find work. This was beginning to affect her mental health and she hoped Go Train would help her move forward again. **We are so pleased to announce that Charlie got the B&M job.** Well done, Charlie! "I am loving the job and I'm really proud of myself for getting the position. You really helped with the opportunity for an interview and giving me confidence. The course was fun and enjoyable and the tutor really helped me relax in a situation I would not normally feel confident in." – Charlie

David was referred to us by the Job Centre for the B&M SWAP. He had worked in retail for a very long time before becoming unemployed but, due to personal circumstances, was facing barriers to getting back to work. David has done amazingly well in the centre and we are so proud of him for coming this far. **"The Chippenham centre is full of smiles all the time and the staff honestly go out of their way to help everyone in any situation that they can. The courses are really excellent and nicely balanced for all learners and abilities. The tutors really do their best to engage everyone and leave no one behind."** – David