

# Case Study – Free Courses for Jobs (FCFJ)

## Keith Henstock

### Background

Keith came into the course very keen to achieve, but with understanding that he hadn't been in a classroom setting for decades and was much more of a kinetic learner. From initial meeting he was always happy to express his struggles with the work and was always happy to ask for, and was appreciative of any help I could give him as his tutor. Throughout the course, Keith applied himself well, oftentimes staying behind afterwards to try and push through with his work and catch up due to his writing speed and ability to get his thoughts onto paper being barriers for him.

Keith initially joined the course as the Job Centre pushed him towards it; he was more than happy to oblige as he was keen to get into work. Keith has no diagnosed barriers to learning but does feel anxious in a classroom setting.

### Impact on the Individual

The impact that the course has had on Keith has been great. In terms of his confidence and behavioural changes, initially when work got underway Keith felt very apprehensive on whether he would be able to even complete the course, but he never let this impact his participation and involvement.



Keith ultimately achieved 1 of the 2 qualifications he was working towards with hard work and support from both his peers and his tutor. The qualification he achieved was the Level 1 Award in Understanding Carbon Awareness and Energy Management.

On the back of the course, Keith interviewed well and didn't let his frustrations with struggling to say what he wanted to get the better of him, and in the end was offered a full-time position in the De-kit area of Co-op's Castlewood Depot, that started on 13<sup>th</sup> April 2026.

Keith feels that the key skill he gained was a much better understanding of key areas throughout the course, especially carbon awareness. In terms of a personal impact, Keith also feels that now he has gained stable employment this will vastly improve his standard of life, as he now has a consistent job that he enjoys so far with permanent hours and steady pay. All of this will allow him to repay his debts and hopefully live a happy life.

## **Impact of Adult Skills Fund**

### **Support for adults with barriers/low attainment:**

The programme provided accessible entry-level training, helping Keith build confidence and gain key knowledge, particularly in areas like carbon awareness.

### **Productivity and staff retention:**

Keith entered employment with Co-op job-ready, contributing to productivity. His satisfaction with stable, permanent work supports long-term retention.

### **Addressing labour market shortages:**

Progression into a logistics role demonstrates how the fund supports priority sectors and fills local skills gaps.

### **Social mobility and inclusion:**

Securing stable employment has improved Keith's financial security and quality of life, enabling him to repay debts and move towards a more positive future.

### **Feedback from Contract manager for agency CTRG, Calan Everley at Co-op Castlewood**

Keith came across as a positive and focused individual, very keen to be there and this was clearly visible day to day with the attitude shown. While keen, you could tell he was nervous with some elements of what was going on and would sometimes get frustrated when he couldn't get the exact words he wanted out of his mouth.

On the site tour with myself, he stayed as close to the front as he could so he could hear me, asked lots of questions and listened to all instructions with no issues. He was enthusiastic which is one of my most sought-after traits.

He has begun work recently in the De-kit department. We chose De-kit for him rather than pick as we believed his enthusiasm and positive attitude would be more suited to a team working environment, rather than the individual nature of working on pick which has clear KPI's. I think this could have made him more stressed and bring out the frustration we saw on some of the course days. In De-kit so far, his work ethic and his personality have already been praised by the trainer and his colleagues. I think he will be a perfect fit going forward.

### **Final comments from Keith.**

It was a group effort from top to bottom, from the staff at Back to Work and the Job Centre to the staff at Co-op organising the walk around and classroom. I struggled with the writing but was able to get through it with the support of the tutor and other guys in the room. Everyone was very helpful and helped me to do well. I'm very happy to get this job after the course and I think it was well worth the time.