

Case Study – English for Speakers of Other Languages

Nosheen Akhter

What made you choose this programme?

I haven't worked for 16 years as I've been a homemaker and now my children are older, I want to do something for me. I spend most of my time in the kitchen at home, as I love cooking and it's my passion, so I wanted to get a job in this area.

What was your experience like during the course?

My experience has been really good! The course has given me experience and confidence to apply for work in catering because I now know how to work in a professional kitchen, in a team, and understand health and safety of food and hygiene.

What challenges did you overcome during your learning journey?

The only challenge I have faced was managing a family along side this course, but my family were supportive of me.

What impact has this course had on you?

This course has been very positive for me, to support me to achieve my dream. I am now working as a Catering Assistant in a café, this is my first ever job! I feel more positive, my confidence has improved and I am happier as the experience I gained on this course such as serving people and working in a professional environment has given me the hands-on experience to use in this job. My determination has paid off as I now have more freedom and independence.



Would you recommend this course to others? Why?

If you are passionate about catering and hospitality, this course is very helpful for you – I got a job as a Catering Assistant because of it!

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Jasvir Kaur

What made you choose this course?

I wanted to improve my language as I have recently come to the UK from India and English isn't my first language. I chose to do ESOL for Catering and Entry 3 ESOL courses to support me to feel more comfortable in the community and confident with others.

What was your experience like during the course?

At first I was low in confidence and didn't want to talk with others, on the course and in the community. My teachers have supported me to feel more comfortable and improve reading, writing and speaking/listening skills which is helpful for the future. My experience was so positive on the ESOL for Catering course, I am now working as a volunteer Kitchen Assistant in the Better Together Café, where I have learnt to help others and improve my skills for employment.

What challenges did you overcome during your learning journey?

I needed to build my confidence and English skills as before I always had to get someone else to talk for me, but now I can communicate myself both within this volunteer role and in daily life.

What impact has this course had on you?

This course has helped me to live in the UK because now I can communicate, I feel part of the community in Derby. My English skills have also helped my child and we support each other with learning English and the accents. It has also helped my family.



It has given me the skills and confidence to work as a volunteer in the Better Together Café, as I want to work in catering in the future. I am also progressing onto ESOL Level 1 in September to improve my skills further.

Would you recommend this course to others?

I would recommend this course as I have improved my vocabulary in catering/customer service and understand grammar better now. I have also learnt wider skills I didn't know such as maths when cooking and using a till in the café. I am happier and thankful for this opportunity, as I am giving back to the community by volunteering in the café.

My English has improved, along with my confidence. I can now speak better and learnt how to communicate in a professional environment, deal with different people, gained barista skills and improved my maths by cooking and using the till. This course is opening more doors for me!

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Zafoor Begom

What made you choose this course?

I have been in the UK for 8 months and have always wanted to work in catering. I applied for a job as a Catering Assistant and attended the interview, but I didn't get the job because I have no knowledge of Catering in a professional environment and food hygiene and safety. This course was perfect for me, as it helped me gain the skills I need such as English, specialist catering language and working in a professional environment, so I can pursue a job in this area.

What was your experience like during the course?

My experience has been really good – my teachers are really nice and I have gained experience of catering for professional events such as the Mayor Making Ceremony lunch, where I was part of the team that helped prepare food for 60+ people at a formal event at the Council. I have also gained experience of dealing and communicating with different customers which is needed for future jobs.

What challenges did you overcome during your learning journey?

The biggest challenge was understanding the accents of different people and how they talk, but the tutors helped me understand this and I have learnt how to communicate with different people.

What impact has this course had on you?

My confidence with English has improved a lot! It has also given me the skills that I need to apply for jobs in a professional kitchen such as maths and working with diverse people. I have now been able to apply for a job as an Assistant Chef in a school, which I had no chance of getting before.



Would you recommend this course to others?

I would recommend this course as I have improved my catering skills, confidence and have met different people. I feel that I can now contribute to society and feel part of the community in Derby.