



## This is Kane.

Kane was referred to us by the Manager of the Community Grocers Redcar, after his Kickstart with them ended earlier this year. After a positive discussion with Kane at induction, the team at Three13's Teesside Hub put together a bespoke package of work experience for him, as he was keen to stay active, but still had little idea about what he'd like to do for work longer term.

Over the weeks, Kane tried his hand at Carpentry, Warehousing and Landscaping and enjoyed learning lots of new things. However, the Tutor team quickly noticed how good his people skills were (no matter the environment) and he agreed to focus his job hunting efforts towards Customer Service. Martin supported Kane to write a new CV to that effect and not long after circulating it, he was offered an interview with a Holiday Park, from which he secured a full-time Leisure Attendant position, starting this summer.

This role will require Kane to move to a new area of the country and live independently for the first time. He expressed how he was ready for this new challenge, as a result of the self-belief and confidence he had gained through successfully tackling challenges each day on the Advance Programme.

**If you don't know what you want to do, come here and be free to explore different options... and learn loads about yourself in the process.**

**Three13** provides a four week opportunity for people to gain accredited qualifications through work experience in an area of their choice, combined with skills for employment.

**To find out more contact**  
**[martin.kempson@three13.co.uk](mailto:martin.kempson@three13.co.uk)**  
**01642 781313**

Our Advance Programme includes: NOCN Level 1 Award | Team building | CV skills | Careers Information, Advice & Guidance | Health & Safety | Confidence building | 1:1 Mentoring | Employer expectations



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## This is Tony.

Tony had been unemployed for over a year before he was referred to us through the Restart Programme. Having previously worked in graphic design and with some voluntary experience in kitchen work; he was seeking support to find a part-time opportunity in either sector.

Tony had been referred to other courses by his work coach but what caught his eye was Three13's practical work experience offer - a chance to be part of a real hospitality team in a commercial kitchen and coffee shop setting.

From day one, Tony expressed that *'this was it'*, as after a short induction process, he was straight to work; learning on the job, as he helped prepare a chicken and chorizo stew for over 50 people, under the guidance of Nicola, the Hospitality Tutor. This experience set the tone for the rest of his time with Three13, as with every session Tony's confidence grew, simply by having a go.

Proud of the food they were producing for a community project in Easterside, Tony started to volunteer for the project, in addition to his training hours at Three13. Able to put the experience on his new CV, Tony successfully secured a job offer in the canteen of a local supermarket. However, when the team in Easterside heard that this meant he'd no longer be able to volunteer, they offered him a paid role - keen to ensure he stayed with them instead.

“Don't bother with anything but Three13, genuinely been the best thing for me... and will be for others in my situation.”

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**Three13 is very good. Here it's so practical, it gets you feeling good about yourself and gives you the skills you need in just four weeks. Don't waste your time anywhere else.**



## This is Rihab.

Having never worked in the UK and feeling like she had made very little progress over the last year in moving towards employment, Rihab was referred to us by PeoplePlus.

Unsure where she had been sent to initially and concerned at the lack of classrooms upon arrival, she really appreciated how friendly the staff were and how quickly they alleviated her anxiety. Rihab expressed she soon discovered the benefit of learning on the job and by the end of her first week didn't miss the classroom at all!

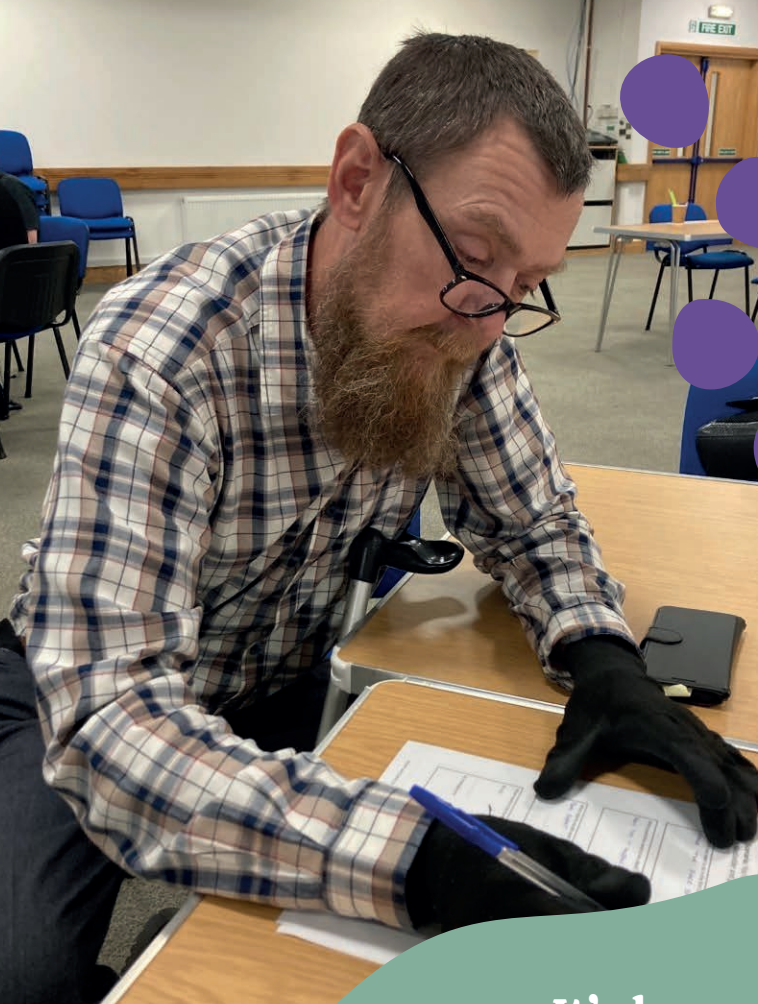
As part of the Hospitality team, Rihab discovered her love of baking (and the skills she had) made her a real asset in the kitchen. She enjoyed learning about food hygiene and meal planning; growing in confidence each time she saw people enjoying the meals that her and the team had produced. Rihab carried this new found confidence into the employability sessions and was supported to write a CV. So proud of it, the following day she speculatively handed it to two employers, something she had never dreamt she could do previously. As a result, one of the employers has asked her to complete an application form, boosting her confidence further.

Rihab now feels she understands the path she needs to take to secure a job in the near future, and feels better equipped to take it. She also thanked the staff for the way they tailored her attendance around childcare, as being a lone parent had previously been a barrier for Rihab to engage with adult learning.

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## This is James.

Over the last four weeks, he's gone from having no digital skills at all to being able to use a computer independently; sending emails, searching for jobs and advice online and completing clerical tasks in Word and Excel... and he couldn't be prouder.

Having previously worked in the logisitics sector as a Driver, James unfortunately had to leave his role due to its physical demands and has since found himself long-term unemployed. Keen to return to the sector in a more administrative, office-based role, he was keen to join the Advance Programme to improve his digital skills to this end.

James found the Three13 team to be friendly, welcoming and very helpful and he enjoyed the social aspect of the course - talking to different people each day, of all ages, about a wide range of topics.

His next steps are to continue to progress with Word and Excel; hoping to enrol on an adult education evening class, alongside further self-directed learning.

*"This will help me to gain employment and continue to pass previous expectations. I believe I have met my original targets and gone further! I am no longer worried about asking for help."*

It's been  
a brilliant four  
weeks, I've looked  
forward to coming  
everyday.  
I now have the  
confidence to use a  
computer without  
needing help.

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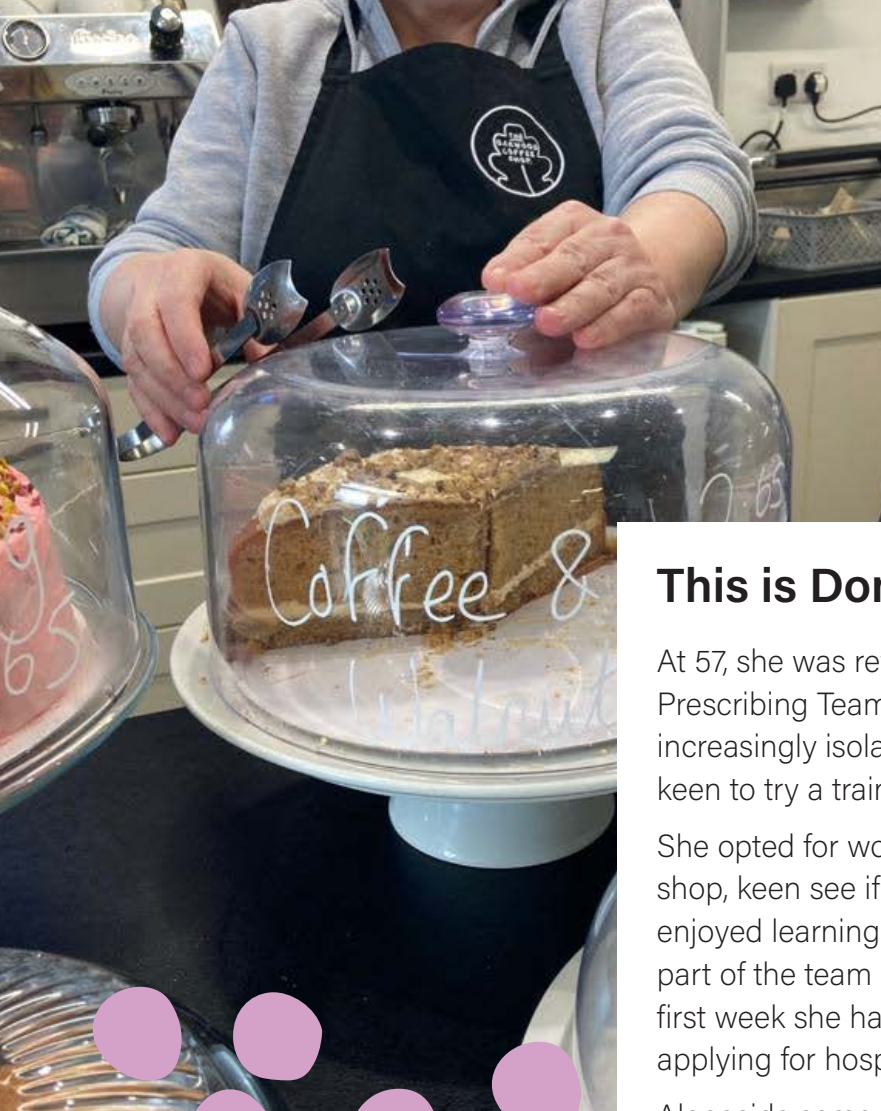
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I had a brilliant time on the course and really enjoyed cooking as part of the team

## This is Donna.

At 57, she was referred to Three13 through her local Social Prescribing Team. Unable to read or write, she felt increasingly isolated by her long-term unemployment so was keen to try a training course and meet new people.

She opted for work experience in the kitchen and coffee shop, keen to see if hospitality work would suit her. Donna really enjoyed learning how to cook dishes from scratch and being part of the team boosted her confidence. By the end of the first week she had made new friends and was ready to start applying for hospitality roles.

Alongside some employability support sessions and one-to-one mentoring, Donna was supported to put her work experience onto her CV and reflect on the skills she had developed. Within a couple of weeks of the programme ending, she went on to secure a catering job. Having never previously worked, it was something she'd never thought she would achieve. Having to await a series of HR checks, she asked to stay at our Training Hub for a couple more weeks; volunteering in the kitchen, continuing to apply her new skills and keep her confidence up.



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## This is Shane.

He's sat in the pergola he helped build from scratch, as part of his time on the Advance Programme (with Three13 Learner Manager Colin).

Describing the Sunderland Hub as *more like family*, Shane maintains that he's never felt so supported in his attempts to move forward after past convictions.

As well as completing two vocational qualifications, in carpentry and landscaping, Shane was supported to apply for volunteer opportunities. Following a glowing reference from Colin (his first ever reference) he successfully secured a volunteer role to suit his new skills.

*"I've put the Three13 certificate on my wall and point it out to my daughter each day, because I want her to be proud of what I've achieved - and now I'm confident that's just the start."*

He wasn't wrong. A couple of months later, Shane called into our Hub in his new uniform, proudly sharing the news of landing his dream job (joining the team on the bin lorry).

*"I don't think I'd of been work ready without being at the Hub - so thank you!"*



**You don't get courses like this. It's amazing. Everyone gets their own project, focused on their own goals and the team help you with anything you need.**



**Three13** provides opportunities for people to gain accredited qualifications through work experience on a community project in their community.

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**07886 965412**



Shane's Learning Journey was so significant he was celebrated at a City-wide event and received an award from the Mayor of Sunderland.

