

## Case Study – Supported Internship Ashley School

### Kian at Jellybeans Play Centre



Kian started at Jellybeans through a successful work placement. He had a real interest in working with children and but also wanted to work in construction. He had previously worked with a local housing trust doing construction tasks for a work experience placement, so he was keen to undertake a placement at Jellybeans to help him compare the two career areas. Kian loved the placement and at the end of the week the manager was happy to offer Kian a supported internship.

#### What did Kian do?

Kian started off supporting other team members and assisting with tasks such as supervising the climbing wall, serving drinks, and clearing tables. He soon became confident at using the till and serving customers. He used his employability course in the sixth form to practise making and receiving telephone calls and then put this into practise in the workplace. Kian received feedback from his supervisors regarding speaking more slowly and is now able to take calls in a professional manner. Kian has recently progressed to running his own children's party which requires him to be organised and remember all the food and drink.

Overall, Kian's confidence in his ability and his social skills have increased rapidly. He has received lots of positive feedback from his team for his commitment to the role and for his ability to get the job done.



### **What has Kian learnt at Jellybeans?**

- I have learnt about the rules of the workplace such as health and safety and first aid at work.
- I can now answer the telephones and take party bookings.
- I am developing my leadership skills as I take on more responsibility including running my own children's party.

### **What is Kian most proud of?**

- Being part of the team and having colleagues to socialise with.
- Being given more paid hours.
- My cleaning techniques – staff say that I am a good worker.

### **Employer Feedback**

*“Kian's is an excellent worker who can be relied upon to attend on time. He is doing very well in the workplace and is always busy. Kian's manager explained that he even has to tell him when it is time to go home sometimes as he wants to complete all of his tasks before he leaves. Kian has been offered a paid job at Jellybeans and will increase his hours once he has completed his qualifications.”*