



# Case Study

Melanie Cook

“The training I received was excellent and gave me the confidence to apply for other forms of employment and attend interviews

Melanie Cook



**Project:** Skills Support for Redundancy

**Location:** Essex

**Job Outcome:** Qualified Massage Therapist

Melanie Cook was made redundant from Lloyds Banking Group. When she was offered support from TCHC she jumped at the chance. Her husband had been supported through his redundancy and back into work by TCHC in 2012, so she knew that she would get great support.

Melanie didn't really want to stay in banking. She wanted to do something different and really wanted to become a massage therapist. She already had an NVQ level 1 and 2 in Health and Beauty, but this wasn't enough to fulfil her dream. She knew that she would have to go back and retrain, but wasn't sure how she would be able to do this.

On the Skills for Redundancy Programme run by TCHC she had the opportunity to discuss her ambitions with her own personal adviser. The adviser discussed with her the options she had available and what support she could expect if she wanted to retrain. TCHC helped her put together a current CV and a personal plan to help her focus on her future plans. With TCHC's help she got a place on massage therapist course.

“The courses are fast track, you need to be prepared to work hard and make sure the course is completed. I have now finished and I'm a fully qualified Massage Therapist. I'm now just waiting for my certificate before I decide if I want to work for myself or a spa or health centre. Either way it's a well paid job.

My husband and his colleagues all got well paid jobs with the help of TCHC and I am hoping to do the same.”

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