

The following case study outlines the positive experiences of Trasi Coghlan and Rebecca Harris in undertaking the NVQ Level 3 in Health and Social Care

Progressing with NVQs

Both Trasi and Rebecca work for Drugaid. Trasi is employed as a Project Worker/Counsellor within the GP Shared Care Scheme covering Rhondda Cynon Taf and Rebecca as the Assessment and Care Co-ordinator for the Drug Interventions Programme Team covering Rhondda Cynon Taf and Merthyr Tydfil.

Before she joined Drugaid, Trasi worked as a volunteer counsellor for both a generic agency and a youth counselling service. Rebecca worked for the county council in care homes for the elderly and also undertook counselling training.

Trasi and Rebecca both felt very supported by Drugaid in enabling them to undertake the NVQ Level 3 in Health and Social Care.

As Trasi said “Whilst I have been employed by Drugaid I have been constantly encouraged to develop both my professional and personal development. I have attended many courses and when we were advised that there was an opportunity to complete the NVQ level 3 in Health and Social Care I was very keen to take part”

Rebecca supported this view “Drugaid were very supportive of me during the time I was working on the NVQ. I was allowed two hours per week in which to complete my work in addition to meeting with my assessor and being observed during my normal daily work.”

Support for each other was also very important as a number of staff at Drugaid were working on the NVQ at the same time

Rebecca said “We were encouraged to meet on a regular basis to discuss the NVQ and we implemented a “buddy” system where we would help each other and offer each other support when needed”

Trasi agreed “This was extremely useful as it allowed us to bounce ideas off each other and get other perspectives with other pieces of work we were struggling with. Our line manager had meetings with us on a monthly basis to discuss how we were getting on and to check if there were any issues or more support that Drugaid could provide”

Both Trasi and Rebecca highlighted the importance of the relationship between assessor and candidate. Trasi said “We received constant support from our Newlink Wales assessor who helped and guided us and was very accommodating to all of us”

Rebecca said “I knew that Newlink Wales were specialists in substance misuse training and this made me feel confident that I would receive a high level of support during the NVQ. The fact that my assessor has a lot of experience in working in the substance misuse field was one of the main factors in the high standard of support I received from her”

Both Trasi and Rebecca agree that having completed the NVQ level 3 in Health and Social Care has made them more confident in their daily work. The qualification has made them more aware of the skills they possess and has boosted their confidence

Rebecca highlighted her progression “I feel that achieving this qualification has made me professionally competent in my role”

Trasi outlined her positive experience in undertaking this qualification “I have enjoyed this opportunity immensely”

Since completing the NVQ both Trasi and Rebecca have been working towards the new Award/Certificate in substance misuse and are both receiving the same support from Drugaid and Newlink Wales in enabling them to complete it.