Case Study

Frankie

Frankie joined Harlow College in 2021. He enrolled on the BTEC Level 3 Extended Diploma in IT, Cyber Security and Networking and achieved an MMM. We were fortunate to have Frankie enrol onto the Supported Internship programme and we quickly secured him a placement in the IT department at PAH NHS Trust. When Frankie joined the IT Team, he was very anxious and worried, as he does struggle hugely with his confidence, so the IT Team prepared him a desk in a quiet office away from the hustle and bustle of the main office.

Frankie's mentor, Tony, worked with Frankie to explain and demonstrate tasks, whilst his Job coach took notes and created a written break down of each task, as this is the preferred way of learning for Frankie. Frankie had an extensive knowledge of IT which really impressed the Team and they felt confident to allow him to continue with the tasks using his task analysis and support from his Job coach.

After a few months, Frankie became more assured and began to work in the main office and interacted with the staff. He also began to support IT Team members on Ward rounds and, with Job Coach support, began attending the Tech Bar which is held on a Thursday and is a drop-in session for staff who have queries with their IT, passwords, iPads etc. Frankie soon became so much more confident and supported on the Tech Bar with another IT Team member every week – without his Job Coach!

Frankie became an asset to have in the classroom too, when I could not get my laptop to work!

Frankie also met Phil Holland, Chief Information Officer at PAH NHS Trust, and Phil was so impressed with Frankie's work ethos and knowledge, was keen for him to secure employment within the department.

Following on from his Supported Internship placement, Frankie attended an interview for an IT Customer Relations Officer at PAH NHS Trust and was successful in his interview. Feedback from his interview stated that he gave perfect STAR answers, emphasing on all that he had learned in the Supported Internship role.

Frankie has grown into an independent and confident young man. Watching his journey unfold has been truly inspiring, from the small steps of self-discovery to the bold strides he now takes with certainty. His ability to navigate challenges and embrace new opportunities with confidence fills me with immense pride. Seeing his transformation over time has been nothing short of amazing, and I have no doubt that he will continue to thrive and accomplish great things in the future.

This amazing journey is the work of the Supported Internship programme.



