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From: MC Employability Fund
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MORAY SWAP NEWSLETTER

JANUARY - MARCH



Customer Service for Retail

In March, 12 participants completed the seven-day **Customer Service for Retail course**. As part of this course they gained:

- Customer Service Skills
- Barista Skills
- Manual Handling
- Emergency First Aid
- REHIS Elementary Food Hygiene
- Employability tools

All of the participants were interviewed by a **local employer** and one was offered **full time employment** with New Elgin Petrol Station. With five of the participants being offered **part time roles** across other shops.

Comments from the participants included:

Matthew said ***“I really enjoyed my experience on the course and came away feeling confident and inspired in applying for jobs and re-entering employment. I would highly recommend the course to those looking to acquire new skills and abilities”.***

Sam said: ***“This course helped me to prepare for returning to work. Trainers were engaging and the course material was relevant and well presented. There was a good mix of academic and practical work”.***

David said: ***“Even at the start of the course it was great even though I was very shy when it first started but soon built up the confidence up in the process”.***

Construction Skills

Moray Swap delivered a five-day Construction Skills course in February to 11 participants across the age of **16-24 years old**. The course included a variety of accredited qualifications including Manual Handling, Emergency First Aid, employability tools (CV and interview preparation) and the one-day Health and Site Safety to help them gain their **CSCS Labourer card**. Once they have passed their touch screen test they are allowed to work on a construction site.

The participants also received a **mock interview with Springfield** and were able to submit applications for upcoming Modern Apprenticeships. Three of the participants have now passed and received their Labourer card and one is now in **employment with Mitie**. We will continue to work with the participants to pass their test and look for MAs or employment.



Local employer engagement is essential when we deliver these courses, and we asked **Diane from Springfield Properties** for her thoughts on being involved:

She said: "with demand equal to the equivalent of more than a quarter of a million additional workers over the next five years, construction has always needed, and will always need, a supply of new talent. The Construction Skills course is an

excellent stepping stone into sustainable employment or further education/training, in our industry, for local people. It was a privilege to be invited to support the programme and help keep the talent pipeline flowing. The participants excelled in their mock interviews, and I wish them all success for the future".

CLIENT SPOTLIGHTS



Natalie joined the Moray Swap to help her journey towards becoming self-employed. As a **trained hairdresser**, but full-time mum to two young children, it was evident that working for an established company was currently not a viable option. Natalie sought assistance from the **Moray Swap** to proceed with establishing herself as self-employed. From meetings with **Business Gateway**, to identifying a premises, services lists and creating a logo and marketing, Natalie is almost ready to start this next chapter. The Moray



Starting the SWAP programme through the referral of a keyworker. The **keyworker and employability coordinator** worked together to help overcome barriers and to get the individual into employment. The client had not been in work for many years due to raising a family, so they were in need of support in building their confidence, anxiety and then building upon **employability skills, effective work searches and CV/Interview support**. With the combined support of the employability coordinator and keywork the client gained several

Swap also worked with the **Moray Pathways** team to support Natalie, in securing funding to **help pay for start up equipment**. This start up fund was a massive help for Natalie who would have not been able to purchase some items upfront.

interviews and was able to secure a part-time job at **Ashers Bakery** in Nairn. The client was very grateful for the support and delighted with the outcome of **gaining employment so quickly after engagement**.



Catherine has been on a real journey, with her autism and anxiety there were times she couldn't leave the house but with support from Moray Swap and her work coach she has now gained **Multiply – Level 4 qualification**, Working with Others and Problem Solving, **Perfect Patter** and most recently a wreath making workshop. We have been applying for work and she was invited for an interview with **REAP** a charity in Keith, as a **Therapeutic Gardener**. On this occasion she was not successful but they were impressed with her at interview and asked her to **volunteer** with them so they can train her up for the next job opportunity.

Catherine said ***“I am new version of myself, the same me but more confident and this is a version I***



never imagined I could be or could embrace. I'm lucky as I have had amazing people who have been amazing with the support they give, and they never give up on me".

With over 18 years' experience in the **petroleum industry**, through the **Army and London Stansted Airport**, Andy knew he wanted a career change so came along to the **Access to Manufacturing** information session to find out more about **careers** in the distilling industry.

As part of the three-week course Andy gained a number of **accredited qualifications** including IOSH Working Safely, First Aid at Work, Vehicle Banksman and Manual Handling as well as employability skills and a mock interview with **Chivas Brothers**.



After his **interview**, Andy was chosen to take part in the **three-week placement** as a **Distillery Technician**. The placement gave him a vast amount of knowledge and experience in a short amount of time and he then went into **employment through Brightwork** and is working at **Chivas Brothers**.

From redundancy to employment

Cecilia was made **redundant** through the closure of St Giles Centre. She attended a drop-in session hosted by **SDS and the Moray Pathways partners** who were offering support and guidance.

Understandably Cecilia's confidence was low and she also presented as anxious due to only receiving two-weeks notice of losing her job.

She indicated she lacked confidence in her IT skills. We therefore agreed to intense job search and applications with Moray Swap providing IT support and guidance when applying. Intertwined was **employability**

From work experience to employment

Joe was referred to the Moray SWAP through **DWP** for a **Sector based work academy** where he was successful in getting a place. The sector-based course was a **three-week Access to Manufacturing in conjunction with Chivas**. Joe attended and successfully completed the course gaining valuable sought after accreditations for the **manufacturing and distilling industry**. As well as gaining accreditations Joe was able to enhance his personal skills. Before Joe joined the SWAP he had anxiety and apprehensions about being in

support including updating CV, job applications and interview skills.

Through this approach and her hard work and dedication she quickly started getting interviews for roles which she received support for in relation to types of questions asked etc and reassurance about the process. Her confidence quickly started to grow as she was receiving positive feedback. She was then offered a role as a **relief catering assistant with Moray Council** and then quickly after as a **full time cleaner with FES Group**. She chose to take the full-time post as this best suited her needs.

new situations and **meeting new people**.

At the end of the course Joe attended an interview with Chivas where he was successful in gaining a three-week work placement. On completion of this work placement, the feedback given about Joe was great and he is now in **employment through Brightwork and is working at Chivas Brothers Mulben site as part of the warehouse team**.

Speaking with Joe, he felt it an achievement just completing the course and never would have thought he would have been successful in **gaining a placement and now employment**.



Reece has recently moved to the area and joined our **construction course**



Robbie was referred to Moray Swap from **DWP** for some support to find employment, we helped him with

where he gained qualifications that have helped him gain full time employment”

“The course I attended at UHI Moray through Moray SWAP was great and it has allowed me to gain my CSCS Card and employment, I would recommend SWAP to anyone looking for support into employment. The employability team at UHI were professional and delivered a fantastic service”.

updating his CV, interview prep, submitting job applications and he is now employed with **Cluny Fish in Buckie.**

Robbie said “many thanks for the amount of work you did for me in updating my CV and giving me the belief to get out there and find myself a suitable job”.

What’s coming up in 2025

May

- **Health and Site Safety course (required to gain CSCS Labourer card)**

If you know someone that would be interested email:

swap.moray@enable.org.uk

Employers we work with and work placements:

- Spey Fruit
- McPhersons
- Mitie
- Ashers Bakery

Types of qualifications our clients have gained:

- Barista Skills
- Customer Service Skills
- Safeguarding Level 2
- Child Mental Health

- FES Group
- Cluny Fish
- REAP
- New Elgin Petrol Station
- Post Office
- The White Heart
- Self Employed Gardener
- Self Employed Hairdresser
- Springfield Properties
- Baxters
- Chivas
- Hunted Cow Studio
- Stotfield Hotel – Lossiemouth
- Robertsons Construction
- Tullochs
- Morgan Sindall
- National Trust
- Granite Elite
- Out of the Darkness
- Brodie Castle
- Re-Boot
- Tesco
- Elgin Youth Café
- Dunster House
- Moray School Bank
- REAP
- IT Central
- ReBoot
- Oxfam
- PDSA Charity Shop
- Music Production
- Door Supervisor SIA
- SIA Security Guard
- IOSH Working Safely
- REHIS Food Hygiene
- Telescopic Telehandler
- CSCS Labour Card
- Site Safety Plus
- Manual Handling
- First Aid
- Vehicle Banksman
- PA1 & PA2 Spraying
- Working at Heights
- Banksman Slinger
- COSSH
- Basic Offshore Safety Induction and Emergency Training (BOSIET)
- Multiply Numeracy qualification SCQF Level 3,4 and 5
- PC Passport introduction to the internet and On-line communication (SCQF Level 4)
- ICDL course for IT Skills
- Core Skills – Working with others and Problem Solving (Level 4)

- Elgin Youth Development
Group (Elgin Youth Café)

Where to find us:

Job club: Elgin – Thursdays / Buckie - Tuesday

JCP: Buckie/ Elgin/ Forres

Email: swap.moray@enable.org.uk

Facebook: [EnableWorks Moray](#)

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