

Success Story

Fatima Makkaoui

Fatima enrolled on both FS Maths and IT starting at level 1. The level 1 courses were like refresher courses for her as she demonstrated good skills in basic maths and IT. She also showed excellent ability to learn.

In the classes she displayed tremendous focus and determination. She completed all her assignments and homework, which were always on time. She would always ask to be challenged with higher level work. It was obvious that she really enjoyed learning.

Fatima was brilliant to have in the classes. She was always so quick to help others and would usually give excellent explanations which others were able to understand well. She never shied away from giving demonstrations in front of the class or taking part in group activities. She got on very well with all her peers and is a lovely person in general. Her kindness and politeness shines from her personality.

From the first day, it was clear that she would sail through her courses and achieve her qualifications. Her skills and understanding from when she joined up to now has massively grown. The skills that she was displaying towards the end of her courses were so great that I had to plead with her to apply for a job at MI. Since volunteering at MI, she has really developed her work qualities. She always had professionalism, but all her other qualities are at a high standard. She is aware that she still has a lot to learn but her attitude is amazing and she is just so willing to learn and improve.

I was asked if I could recommend any learners to do a voluntary work experience performing a data entry task and immediately thought of Fatima. We had about 1000 learner surveys to submit to an online tool which would then gather an overall satisfaction grade. This was a tedious process and Fatima was recommended by her tutor as one with very good IT skills. She has come in to support us for a few days and her work has had a great impact on our target deadline. She is very quick but thorough at the same time. I have recommended her to volunteer in the admin department at reception.

Fatima is now a volunteer in our centre, helping the learners 3 days per week. She supports others in the enrolment process. Fatima is a great asset to the team, she assists learners in the enrolment process, sets up and support learners with their online initial assessment, she deals with questions, queries efficiently and professionally. She contacts learners by telephone and text and informs them of new courses, starts, times etc., Fatima has become a very valuable member of the administration team. Fatima feels more confident in dealing with people internal and external and achieving a solid foundation in Business Administration and has now started working in a paid role within the admin department.

