

## **Carolann Jane Corcoran Success Story**



Carolann was a qualified care assistant but due to health reasons could not continue in this role. Prior to that worked in an office admin role and would like to upskill to be able to return to a similar position.

She has been unemployed since 2019 and came to MI to update her ICT skills with the new updates on applications and systems to prepare herself for her future goal of finding work.

She had lack of confidence with using devices and verbally participating in class prior to coming to MI Skills, since then she has much more confidence, she has completed all homework (including on her own device independently) and exams, she has communicated with others much better than when she began and is now very supportive with learners. She is more confident within herself and this shows in class.

Carolann was always on time, in fact she is always early, preparing herself for class, she has never been late or absence without any form of notification and is a true example to all learners. She always completed homework on time and accepts the feedback professionally,

She is always happy to help others, she supported a learner who started the course a bit late, throughout the course she checked up on her, coached her and gave plenty of encouragement to help complete tasks and to catch up.

She has much more confidence with using devices, and using Microsoft applications such as Word, Excel and PowerPoint. Has gained in confidence and is able to support and encourage others. She has a formidable eagerness to learn more, has never given up on tasks and always wants to complete what she's started.

Carolann has progressed from Get Connected Non-Accredited course, and has just recently completed Level 2 ICDL Certificate in IT User Skills. With her new skills she regularly supports others such as family members, neighbours and her peer learners. She has gained excellent teamwork skills and confidence in all aspects

“I started with MI Computolutions with no knowledge of how to use a device or any terminology. My Journey started off with a Get Connected No accredited course where I learned how to used a mouse and keyboard and learn what things we called. I was surprised with how much I didn't know within the first 2 weeks, I kept confusing Google chrome to be a search engine where now I know it is a web browser. I then moved onto EDSQ Entry 3. Later I moved onto Level 1 and 2 certificates in IT user skills where now I can say I can use a computer for multiple things and have the confidence to try new things on it. I feel like I've made huge steps over the last 9 months, not only in my abilities of a device but my confidence levels as a person has really improved.”