

## The Renewal Trust and Capita ICT: Work Experience Opportunities for Young People in Nottingham

### Business Unit:

Inspiredspaces Nottingham LTD- LGS, Education

### Date:

1<sup>st</sup> July 2013

### Location:

Big Wood School,  
Nottingham & Glaisdale  
Drive, Nottingham

### In Partnership with:

Capita ICT

### Key Contact:

Nicola Foster-  
inspiredspaces Nottingham

### Outcome Area(s):

Our People

Community

### Business Benefits:

Employee engagement

Increased productivity  
through raised staff morale

Aligns with socio-economic  
objectives and supports our  
commitment to Nottingham  
city.

### Community Benefits:

Creating partnerships with  
our communities

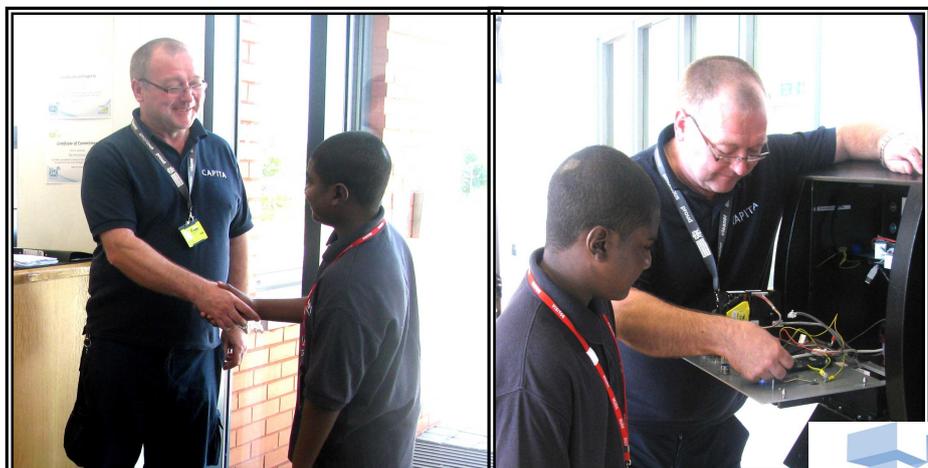
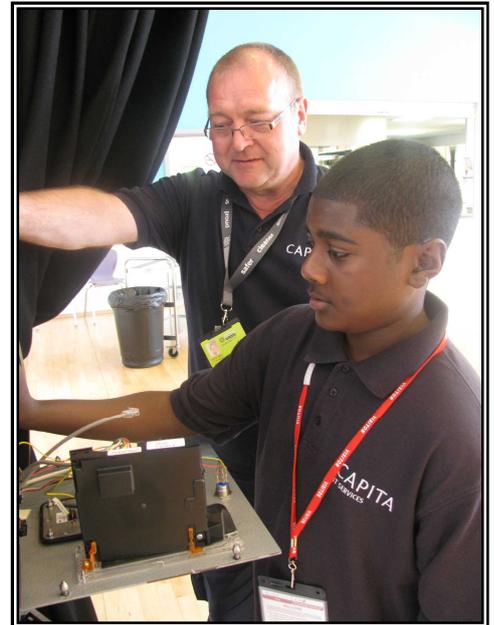
Raising aspiration

One of our supply chain partners, ICT provider Capita, has led by example and participated in an exciting new work experience programme launched for young people in Nottingham.

Partially funded by The City Council, along with a range of other charitable trusts, The Renewal Trust aims to bring about much-needed improvements within the communities of St Ann's and Sneinton. As part of their new work experience programme, they have committed to helping young people between the ages of 16 and 19 to gain valuable employment experience.

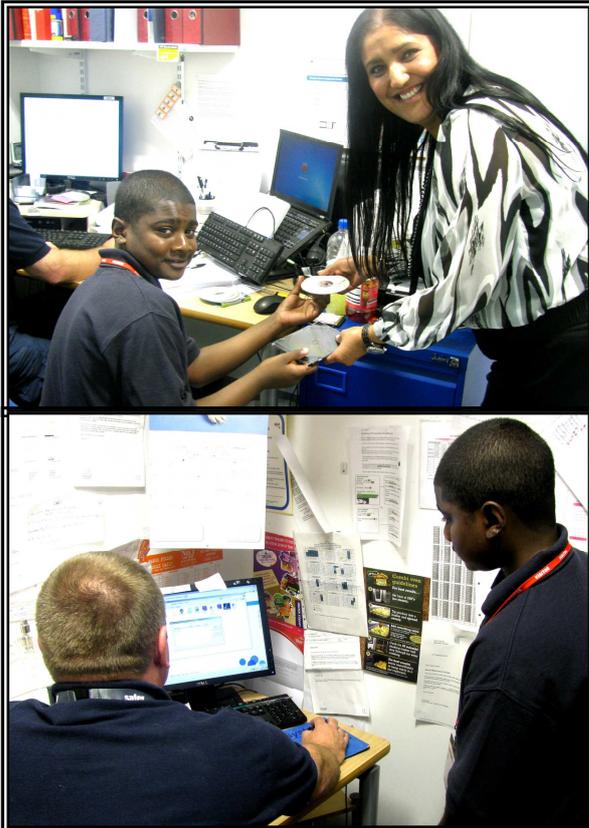
Capita's first two-week placement was Gary Patel, who was taken on to work alongside an Onsite Engineer, dividing his time between Capita's office in Glaisdale Drive, and at one of their client schools- Big Wood School- in the city centre.

With a prior interest in IT but wanting to know more about what such a role would entail and possible routes into such a career, Gary was given a range of various tasks to undergo during the duration of the fortnight. Afterwards he said: "The two week placement has been a good experience. My time at Bigwood was good as I worked alongside an on-site engineer and I got to follow him round to see what he does and sometimes I got to help him. For example, I helped him change a screen on a laptop. My time at Glaisdale drive was also good as I got to see the call centre and I worked with all tiers and I saw what each tier did and I got to see the hard things which each tier has to do."



Onsite Engineer Bryan Hall, (above with Gary), assisted him during the placement and felt that it had been an eye-opening and rewarding experience; "It has been interesting to work with Gary, I have found that I have taken for granted several important things regarding being an employee, especially as I have worked on this site for so long."

Bryan felt that Gary had a good grasp of the tasks designated to him during his placement and had been made to feel welcome by the school and its staff. "Gary has a good understanding of how a computer operates and how technology can be used. He was very interested to see how a network is structured to connect PCs in other buildings. He was also impressed how the digital signal for the digital signage is transmitted through the network and converted back into the screens in all the teaching blocks. He has been made welcome in the school and the staff have made time to talk to him and ask him about his career aspirations and he has responded in a friendly manner to them."



### Some of the tasks undertaken by Gary during his work placement with Capita:

- The call logging process- explaining the different ways a user can log a call and how the call is processed
- Carrying out general maintenance tasks-, tidying up the IT Rooms, replacing toners in printers and setting up laptops for training sessions.
- Recording details of new equipment and adding them to the Asset Register
- Providing good customer service- by being friendly, available to help, approachable and making sure to feed back information to the users
- Being made aware of why it is important to preserve a company's image, working clothes and correct attitude when talking to users
- Carrying out KPI testing as part of regular compliance checks
- Re-imaging a laptop and making sure all the software and settings are correctly set up.
- Assisting with replacing faulty keyboards, damaged laptop screens and gaining a better understanding of these machines and their systems

Gary said that his two-week placement had proved to be a very positive experience, concluding: "I would recommend this type of work experience to others who are interested in I.T as you spend a lot of time with computers and you learn many new things about them. Also, I would recommend this type of work experience because over the two weeks, the people I have worked with have been very helpful and have offered a lot of advice on what to do if I ever went into or wanted a job in I.T."

Bryan was impressed by Gary's dedication during his placement, commending him for readily responding to all of the opportunities on offer to him.

**We would like to wish the best of luck to Gary in his future endeavours and say a massive "thank you" to our colleagues at Capita ICT for being the first of inspiredspaces Nottingham's partners to support The Renewal Trust's fantastic new programme!**

For more information about The Renewal Trust and the fantastic work they do in the city, why not check out their website?

[www.renewaltrust.org.uk](http://www.renewaltrust.org.uk)



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