

## Meeting with: Chris BROWN

Met with Chris this afternoon. Chris has recently enrolled into BSB20120 Certificate II in Workplace Skills and has been referred to the support centre by the course advisor.

Looking at Chris's academic records – completed grade 12, and her current LLN results, Chris should be able to self-manage the learning requirements for this course. However, in our conversation this afternoon, Chris has discussed her anxiety at learning new things, and her reluctance to apply herself to studies in the past. Chris does not enjoy learning new things and has low confidence in her own abilities as a learner.

Chris will need positive reinforcement and engagement from the trainers and some additional time to develop a self-belief in her ability to do this course. She has been working as a volunteer and feels very comfortable with other people that she knows, she is hesitate to join a large group of unknown students. Ideally, using a buddy system in the classroom will help Chris and I've already told her our trainers are very good at making our classrooms a very safe place to learn.

Chris has some existing skills that she has demonstrated in her volunteering position, and it would be ideal for Chris to explore the RPL pathway, particularly for time management – which she has demonstrated in the workplace and also in managing her time as a young mum. It's important to recognise all of these skills she has gained since leaving school, and this will build on Chris's self-confidence.

A summary of my suggestions to the trainer are to:

- Create a welcoming learning space for Chris
- Understand her motivations for completing this course
- Relate and recognise her lived experiences
- And create a shared learning experience to include Chris into the group

A summary of my suggestions to Chris are:

- Let go of your self-judgment and self-doubt
- Be kind to yourself
- Allow yourself to learn new things and enjoy the learning
- And talk to your trainer or me if feel overwhelmed.

I've also asked Chris to come back let me know how she is progressing with her course at the end of each fortnight. If Chris feels anxious about anything, just come anytime, we are always available in the Support Centre.