

# Prostart Training – Communication Key Skill

## Saloh – Derbyshire Mental Health Services



Saloh works as a Health Care Assistant at Derbyshire Mental Health Services. His role involves caring for vulnerable adults with addiction and mental health problems.

Saloh does not speak English as his first language; he has lived in England for approximately 10 years and has picked up the language mainly from living and working here in that time. He gets by speaking and writing in English but needed support to improve his fluency in comprehension and speaking.

Prostart’s assessor Samantha Beard has been supporting Saloh since February 2010 by giving one to one support on a monthly basis through visits in the workplace and also on-line through our web based system. He has now completed his Communication Key Skill portfolio, and is due to take his exam in January 2010.

Saloh commented: ‘I decided to do a Key Skill in Communication to help progress into better jobs and to help in my current role. The course has benefited me because of this, and my reading and writing has become easier. Prostart has helped me get through my qualification by giving me one to one support every month, and provided me with teaching literature to study and practice.

I would recommend Prostart to someone in a similar situation to me because they have been very helpful and supportive to me. My employer has also helped support me by giving me time off work to meet with my Assessor and financially by paying for the course.’

Having completed his NVQ level 3 in Health and Social Care, Phlebotomy and his Communication Key Skill Level 2, Saloh will soon be promoted from a band 2 to a band 3 role with slightly more responsibility.