

Louise Fletcher

21 The Ridgeway, Fareham, Hants, PO24 4FF

07746919892

myname@yahoo.com

www.linkedin/in/louise-fletcher-95

Final year undergraduate in Childhood & Youth Studies with extensive experience of working with a range of age groups across different sectors. Currently seeking a graduate position engaging directly with young people in a learning/educational mentoring role.

Education

University of Portsmouth **BA Hons Childhood & Youth Studies** **Sept 2015 – present**

This degree has focused on the lives of children and young people in contemporary British society. The programme has adopted a multi-disciplinary approach to issues relating to education, health, welfare and social policy; drawing on a number of models and theories that have been applied to practical experience through a placement opportunity.

Main subjects studied included:

- **Children, Young People and Social Policy:** participated in a series of seminars to enhance theoretical knowledge of social problems and governments' attempts to address them. Worked effectively as part of a group to produce a briefing paper on the topic of safeguarding within secondary schools; demonstrated strong written communication skills through the production of the report and an individual reflection on the group task.
- **Issues Relating to Children and Young People's Mental Health:** gained an understanding of different concepts and models in relation to mental health issues by reflecting on different sources and risk factors. Developed critical analysis skills when presenting a case study outlining the role of the social context in the development of abnormal behaviour.
- **Professional Practice with Children and Young People:** advanced experience of working with young people by undertaking a placement opportunity. Adopted a reflective approach to practice by identifying the employability skills and attributes enhanced as part of the placement, including excellent communication and listening skills when working with young people during workshops and activities and acting as a motivational role model.
- **Development of Learning:** applied theories of learning to own approach to studies, whilst considering a range of factors that contribute to the way in which children and young people learn and their implications for working in an educational setting. Delivered a presentation to peers on the impact of emotional literacy on learning, demonstrating clear verbal communication skills.

Final Year Dissertation:

Title 'A NEET solution? An exploration of how society and UK governments have approached social excluded young people in relation to youth unemployment.'

- Explored why young people become disconnected from society by carrying out a review of approaches to tackling youth unemployment, including policy development.
- Conducted secondary research using a variety of tools and sources, including text books, journal articles and academic websites to produce a full literature review; enhancing critical thinking skills relating to the validity of information.
- The study concluded and recommended that a new policy approach should be established in order to make provision of opportunities that will ensure long-term security for all young people.

Portsmouth College	4 A Levels A-C, including Sociology and Psychology	Sept 2013 – July 2015
Portsmouth School	11 GCSEs, including English and Maths	Sept 2008 – July 2013

Relevant Experience

Motiv8 **School/College Support Worker Placement** **Sept 2016 – Dec 2016**

- Assisted the staff team to deliver group activities to 16 to 19 years old as part of an alternative programme of education; utilising ability to relate to young people and young adults.
- Helped learners in preparing for the transition to college, including coordinating induction and employability activities to aid their progression throughout their first academic term.
- Developed a flexible and adaptable approach when working with learners to encourage them to complete written work to complement their engagement with practical activities.

- Engaged in initial and on-going training to develop an understanding of the responsibilities and boundaries of the Support Worker role, including a focus on safeguarding, confidentiality, equal opportunities and health and safety.
- Arranged an award ceremony to recognise and celebrate the young people's achievements at the end of their first term. This involved managing a small budget, liaising with college and support staff and hosting a welcoming and friendly event for all.

University of Portsmouth

Student & Junior Ambassador

Sept 2015 – June 2017

- Supported the widening participation and outreach activity of the Recruitment and Outreach team - working with children and young people through a range of activities targeted at raising aspirations.
- Presented information about own experience of education and progression to inspire and encourage young people to consider the routes available to reach different career paths.
- Undertook extensive training to improve presentation skills to ensure communication of enthusiasm for experience and subject area.
- Visited local schools and colleges in addition to hosting tours on campus; showing effective time management skills when delivering the programme of activities which required a strict time schedule.

Girlguiding UK

Assistant Guider

Sept 2013 – July 2016

- Coordinated a programme of informal activities to children aged 7 to 11 years old; working effectively as part of a team of volunteers to create and deliver varied opportunities.
- Attended regular regional and local meetings with other volunteers and paid staff members to gain an understanding of the work of the organisation as part of the third sector and to maintain up to date knowledge of changes in policies and practice within youth work.
- Oversaw multiple offsite visits to a range of attractions and facilities; coordinating a team of helpers, including liaising with parents and ensuring appropriate correspondence was circulated and consent was gained, as necessary.
- Established successful working relationships with the children to promote their enjoyment, well-being and personal development by supporting their engagement in sports, arts, crafts and games.

Other Experience

Portsmouth FC Catering

Catering Team Leader

Sept 2015 – present

- Manage a team of Catering Assistants to deliver a seamless service to customers when offering a range of food products across catering kiosks.
- Ability to work well under pressure in a fast-paced environment, whilst still maintaining high professional standards.
- Competently deal with customer complaints related to products, ensuring that a satisfactory outcome is reached for all parties; delivering a high level of customer care.
- Receive positive feedback regarding individual and team performance when developing creative and effective solutions to address any issues that arise within the work environment.

Additional Information

- Full clean driving licence
- Willing to travel based on the requirements of the role

Interests

- Active member of the Photography Society - participated in a wide range of tutorials and workshops aiming to improve skills to provide coverage at University and community events.
- Regularly attend the gym and take part in Park Run events in the local community to maintain health and well-being.

References available on request