



Cyflawni drwy  
Brofiad Gwaith  
Achieve through  
Work Experience



## CASE STUDY

### Psychology Student

#### Host Employer: Citizen's Advice Bureau

#### What is GO Wales?

The 'GO Wales' Achieve through work experience programme, based at Bangor University, helps students to develop their employability skills and increase their chances of obtaining graduate level employment upon leaving university.

#### About the student

The student was in her final year studying Psychology and wanted support to find a placement which could help her better understand an advice giving role. A placement was arranged at the Citizen's Advice Bureau – Isle of Anglesey.

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#### Please describe what made you decide to take part in the GO Wales?

*I wanted gain some work experience that could help me prepare myself for jobs after I graduated. It was also important to be placed with an organisation that would not discriminate against my race. When I saw the GO Wales Project, I felt like I would be welcomed and could be supported along the way.*

#### Was the work experience relevant to the career path you are hoping to pursue?

*Initially, I wanted to gain experience related to clinical psychology / counselling, however, it is really hard to find such an opportunity. However, the GO Wales team found a placement shadowing advisors at the Citizen's Advice Bureau. Which included gaining knowledge in core transferable skills that will help for my future graduate job. Overall, it was a relevant and valuable opportunity for me to build my on my communication, active listening and organisational skills.*

#### How would you describe the experience of working in this role?

*The role was challenging at first as I am a reserved and rather quiet as a person, however, as a Citizen's Advisor, you have to be confident and are constantly meeting the public and helping them. Therefore, the role brought me outside of my comfort zone and confirmed my determination in helping others. Although I can be quiet, when I saw those who needed support I was there, feeling confident and willing to help.*

#### Can you describe any new skills which you have learnt which you did not expect?

*Learning different techniques that professionals use to deal with unexpected situations, and also how professionals go above and beyond to try to help their clients. I think being flexible, adaptable, open-minded and determined were the skills I did not expect to learn, and in return, this has helped me to become more confident and to think outside the box more than I did before I started this opportunity.*

#### Do you feel this work opportunity has helped you overcome any barriers?

*Yes, I definitely felt welcomed, accepted and have become more confident than I was before. The placement has given me a glimpse of a real working environment; therefore the opportunity was definitely super positive and eye-opening, it did not matter what my race was or who I am, I felt like I was valued as an equal.*



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### **What are/have been the highlights of working at this placement?**

*I would say the highlight of this placements were many elements, from the support I got from the GO Wales team helping me along the way eg application and paperwork; the supervisor and volunteers that made me feel welcome and taught me valuable skills; and the clients that were nice enough to allow me to learn from them and possibly help them. Overall such a rewarding experience.*

### **What advice would you give to students who are thinking about applying to GO Wales?**

*My advice would be if you are already looking into GO Wales, it is already a great step forward in gaining such valuable experience and skills development. Regardless of who you are, there is always something you can do and so much you can learn. With the support of the GO Wales team, you don't have to walk alone.*

### **How have you found the support from GO Wales during this process?**

*It was incredible and I am so thankful for such a great opportunity and so much support throughout, I don't think I would have gotten outside of my comfort zone and done something completely different from my field without the GO Wales team - Thank you.*

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### **The GO Wales advisor stated**

*We are very grateful for the team at Citizen's Advice Ynys Môn for hosting this placement which gave the student a good insight into providing support and helping members of the public to solve problems and find a way forward.*

