

releas**potential** 

# The Release Potential Book of Compliments

“Hi Gaye,  
Not sure if you remember, but we first met back in 2017 in the Black Country when we talked about your training package. I remember being completely blown away by your concept. You were new to the area at the time, and what you were providing in terms of supporting our customers was genuinely out of the box.

I was hugely impressed by the way you worked with learners – the confidence you instilled, your approach, and the overall concept behind Release Potential really stood out. It was clear even then that what you were building was something special.

Unfortunately, I moved into a different role shortly afterwards and wasn't able to continue the relationship directly. However, I've always kept informed and have

crossed paths with colleagues from Release Potential in various roles over the years. The impact you and your team have continued to make has been evident throughout. Well done to you and the entire team. You have supported so many customers and truly helped to change lives.  
Happy 17th birthday, Release Potential – what an incredible achievement”

- Firoza K

“Congratulations on 17 Years of Excellence. We extend our heartfelt thanks to you and all the Release Potential staff for your outstanding dedication. Over the past 17 years, your commitment has helped countless customers progress and move into meaningful work. Your valued support makes a real difference every day.”

- Bharat

“It's been emotional Gaye! But most of all it's been successful, so many people have Release Potential to thank for changing their lives. Thank you!”

- Mark Whitehouse

“Thanks for delivering a brilliant course biggest compliment i can pay is I would recommend release potential to any of my friends in the future, all the best take care James”

- Lee Wood

“Just wanted to say I appreciate you being our tutor and I have enjoyed the course, you made us all feel very comfortable and it's given me the confidence boost I needed so thank you!”

- Ella Canterbury Jones

Your determination has improved the starts. Thank you for your hard work!”

- Talat Khan

“I just wanted to pay a compliment to yourself and all the staff that run the Release Potential DWP/Civil Service SWAP. I have had a lot of compliments from claimants who have been on the course and they have gained confidence and this has helped them when applying for jobs. As this course is online it has benefited a lot of my claimants who have health conditions, too. What's brilliant as well, is that I have some claimants on UC who are employed but not earning enough, who would like a change of career and I was told today by release potential today, that they will be running evening courses, which will benefit these claimants.”

- Dal Gowland

“Being out of work for 12 years felt like an impossible barrier at first—but with the right tools and belief, I turned it into a stepping stone. Release Potential helped me feel like I had something to offer again, and the Civil Service course gave me the knowledge to prove it”

- Asif Butt

“All the feedback on everything we have submitted has been great, the statement feedback, and the response from all the feedback, all the responses and marking is so impressive we send a message and get almost an immediate response, we upload our work to be marked and by the next day if not the same day at times we would have our feedback, it was just great as it made us feel we were on the right track for our next assignment.”

- Jadvyga

“Dear Lucy, I wanted to take a moment to sincerely thank you for the time, effort, and knowledge you shared with me during the civil service course. Your teaching style made complex topics much easier to understand, and your passion for the subject truly inspired me. I especially appreciated your clear explanations and the way you encouraged us to think critically. You created an environment where I felt comfortable asking questions and learning at my own pace. Thanks to your guidance, I feel much more confident in the material, and I’m excited to apply what I’ve learned in the future. Your support has made a real difference, and I’m grateful for the opportunity to have been in your class.

Wishing you all the best, and thanks again for everything!”

- Thafajul

“Lucy, thank you so much for all of the fab support and guidance throughout the course. You've been such a great tutor, keeping even me and my ADHD focused during your lessons. You have the patience of a saint to do what you do! I appreciate you!

Thanks again!”

- Jordan

“Thank you so much for your hard work and dedication, you have been an amazing tutor and I have learnt so much in such a short period of time. Continue doing a great job.”

- Claudia

“It was a pleasure to be greeted by such a bright smile everyday. Hope we didn't stress it too much”

- Abdulmalek

“You've done a brilliant job, hitting the perfect spot between firm and helpful. I'm very grateful that I never pushed uncomfortably, but rather in a way that allowed me to flourish on this course. Thank you so much for your encouraging energy and presence as a friendly teacher”

- Lily

“Lucy, really appreciate your practical teaching and willingness to help. Your calm, humble approach made a real difference”

- Ali

“Thank you Lucy for helping and supporting us as well as being kind and supportive”

- Mohammed

"Lucy I would like to extend my heartfelt thanks for all the support and encouragement I have received throughout the journey of this course. Your willingness to answer questions and offer advice has been invaluable, and I have always felt comfortable seeking your guidance whenever needed. Your personality truly shines through your teaching, consistently brightening up each day and making the learning experience enjoyable and engaging. The positivity and enthusiasm you bring to every session have made a significant difference. Please also convey my gratitude to the rest of the team who marked my work. Their insightful and encouraging comments have given me the confidence to pursue a new

career path in coaching and mentoring. The feedback I received has been both motivating and affirming, and I am truly grateful for the collective support provided by everyone involved."

- Lisa

"Thank you Lucy for being such a wonderful coach and mentor during our sessions, as well as the personal help you provided too, thanks to you I now feel more confident and motivated to push myself out there and reflect on my shortcomings and strengths, it has been an absolute pleasure to study under you!"

- Robert

"Thank you so much Jaleesa for your support over the last few weeks. You've been a fantastic tutor."

- Emily

“Thank you, it was such a long interview! Can't believe I got it, they were so happy with my interview. The Customer Service Level 2 course that I done really helped me. It gave me the confidence and I really used a lot of what I was taught from it, the manager was so pleased when I told them I did this course.”

- Sarah A

“I scored better than 96% of applicants. Thank you Becca, a lot of that is down to you. I know it is early but this is something I am proud of.”

- Iwona

“Hi Becca, good news I got shortlisted for the NSPCC job. Thanks, I couldn't of done it without yours and everyone's help at Release Potential.”

- Sarah M

“Hi Andy, I just want to say a big thank you. You guys in the tech department are really experienced, helpful and have great patience in your job. Thank you once again!”

- Estrinia

“When you call ask for someone from IT, they will patiently explain, I had an excellent experience with Jack.”

- Lee

“Just wanted to say thank you so much for the past few weeks, you're such a brilliant tutor and I'm sure I will not be the only learner telling you this.”

- Salma

“Hello! I have also been offered a job following completing the course. Definitely helped with the recruitment process!”

- Rachel

# Our thoughts in a poem

Written by our BSW Startship learners

We started as learners, ready Togetherto grow, er we rose, side by side,

Now stronger in all that we know,

With confidence gained and voices heard,

We stand proud of every lesson learned,

Integrity guides the work we do,

Honest in action, fair and true,

Impartial, respectful, inclusive too,

United in service, seeing it through

Teamwork our strength, trust our guide,

Different talents, one shared aim,

Serving the public, proud of our gain,

Today we celebrate, prepared and clear,

Looking ahead with purpose, not fear,

From any job, better job, career.

DEAR JOHN,

JUST A LETTER TO LET YOU KNOW THAT SINCE I ATTENDED THE COURSE WITH YOURSELF AT DUDLEY TOWN HALL SEPT-OCT 2022 I GAINED EMPLOYMENT WITH STADIUM IN MARCH 2023 AND HAVE BEEN WORKING AS A STEWARD AT THE MOLINEUX (WOLVERHAMPTON) SINCE THEN. IN JUNE/JULY THIS YEAR STADIUM FUNDED TRAINING FOR ME TO ATTEND A THREE WEEK TRAINING

②

COURSE AT NEWHAMPTON ARTS CENTRE (WYOM) WHERE I COMPLETED AND GAINED MY SIA BADGE. I AM NOW EMPLOYED BY STADIUM AS AN SIA OPERATOR AND HAVE ALSO GAINED EMPLOYMENT WITH K2 A SECURITY FIRM BASED IN DUDLEY AND HAVE ALREADY COMPLETED SHIFTS FOR THEM AT KIDDERMINSTER MARKERS AS WELL AS THE 365 STADIUM STOKE CITY AND TURF MOOR BURNLEY (STADIUM) AND ANFIELD LIVERPOOL (STADIUM)

I FEEL I OWE YOU A BIG THANK YOU AS IF IT WERE NOT FOR THE TRAINING PROVIDED BY RELEASE POTENTIAL AND YOURSELF NONE OF THIS WOULD HAVE BEEN POSSIBLE. WISHING EVERYONE AT RELEASE POTENTIAL ALL THE BEST FOR THE FUTURE. THANK YOU AGAIN.

YOURS FAITHFULLY.

Adam Knott

Dear James

Thank you for presenting the course.  
In particular thank you for your  
incredible support and guidance.  
We all very much appreciate it.



Dione  
Anand  
Barry  
nathan  
Talang  
Paul B  
Paul N  
Mariam

YUSSIF  
Eckerton  
Andrew  
Heidi

Thanks James

from  
Steve

Richard  
Jale

THANK YOU  
FOR EVERYTHING

John

All THE BEST  
DARREN  
W/ASHEN!

Darren  
Thanks for all  
your support, help  
+ Patients

you've been  
great! STEPHEN

Roy  
Janet  
xx Thank You!  
Mel x. Wendy xx  
HARUKO SURJIT Kaur Ratt  
Gary x



