

**South West Outstanding Learner of the Year  
Tracey Archman**

Tracey: When I left school I think, I think I lacked confidence.

Mary Tromans (City College, Plymouth): Tracey was left as a single parent.

Tracey: When I first moved into the neighbourhood there was nothing here for my children.

Mary: She has the passion for this area.

Tracey: I took an opportunity to do some voluntary work in this neighbourhood. I really enjoyed that, I got an awful lot out of that. So then a job opportunity came available here at the centre as an admin worker. When I first started work here it was a community centre. There was no focus on learning.

Mary: She always had a flair and developed a taste for learning hence going on to the NVQ 3 in management. She wanted to know all the techniques, she wanted to do all the questionnaires, she wanted to do all the basic work, but then she wanted to put it into practice so that it made the centre better. She's gradually worked her way up through into the management sphere.

(Tracey talking: There was also a discussion yesterday, a brief discussion, about potential distance learning)

Vox: She's very very eager to learn all the time and that's a real asset to us. She is the epitome of what this place is aiming to achieve.

Tracey: I mean, if we just looked at how many people achieve their goals by coming into the centre and getting to know numeracy, literacy or ICT skills, you know, it's fantastic.