

Duncan Ferguson

“Hitting work targets”

Telesales Agent, Stellar UK, Irvine

Duncan:

I would apply for jobs and I would go for interviews and whenever I would say I'm registered partially sighted, it was like a kind of shock and they wouldn't know how to treat it.

I went to my local Jobcentre and went to the Adviser, Dawn, and basically just gave her my profile and what I was kind of looking to get into and she would email me stuff at home so that way I could look through, like, jobs on the computer, like, magnified so I could read them myself.

Sandra Murphy, Human Resource Manager:

Through Access to Work Duncan has been able to get financial help. Also through the Royal Institute of Blind currently just now they've provided the equipment that Duncan needs to do his job effectively and efficiently.

Duncan:

I'm back in work the same as everyone else really, just using this [points to screen with enlarged print] and the software on the computer.

Sandra:

When he first came out onto the floor he actually hit his targets really well. Other agents in the grad they struggled and he was actually a top performer, I think the first week he made bonus, which is excellent for a new person on a campaign.

I think he's more confident, certainly from the young boy that walked in through the doors, to begin with he was a little bit shy and he's certainly come out of his shell.

Duncan:

I'm earning money, which is good. Obviously that makes me more independent. I can start saving to buy like a house and plan for the future, and I'm doing it for myself. I'm doing this myself and I'm doing well so obviously I'm feeling a lot happier. Quite proud.