

Apprenticeship Case Study

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What were you doing in terms of career/education prior to your apprenticeship?

I was a Sales Advisor at a retail Contact Centre

What made you apply to undertake this apprenticeship?

I wanted to join the NHS as it's a rewarding and diverse workplace with many different career opportunities. The work I do gives me a sense of fulfilment, that I am contributing to something bigger and helping deliver efficient patient care. I chose to do an apprenticeship with the NHS as not only does it align with my personal values but also with my future career goals too.

What kind of support do you have from others whilst undertaking your apprenticeship? (e.g. College, uni, managers or peers)

I have excellent support from everyone in the trust, from my managers Vickie and Heidi to my apprenticeship coach Amelia checking in on me regularly, the support has been incredible and my colleagues are also approachable and always around to help if I am struggling or unsure with anything.

What is the best thing about your apprenticeship?

The best thing about my apprenticeship is the opportunities it brings, and how I can learn skills and get a recognised qualification that I can then progress further with, hopefully within the NHS where I can continue to feel rewarded and satisfaction for my hard work.

What is the most challenging part of your apprenticeship?

The most challenging part of my apprenticeship role currently I would say is our staff shortages and how that can put pressure on me and my colleagues and our overall workload so it can be challenging to balance the demands of my apprenticeship, but everyone is committed to helping me do that.

How do you feel your apprenticeship has/or will influence your career path or future goals?

My apprenticeship has positively influenced my career path and future goals by giving me a clearer idea and direction to my career interests and goals. Before starting my apprenticeship, I worked in a call centre which didn't offer many different career opportunities and progression. Since starting my apprenticeship and working in the NHS, I have found that there are many different fields that I can go in to, such as management, different admin roles, project management etc.

What advice would you give to others who were considering applying for an apprenticeship?

The advice I would give to anyone considering this route, is to definitely apply. It can be a little bit overwhelming/ scary going into a full time apprenticeship role straight

after finishing school or college but it is a great alternative to the traditional route of university as you gain work experience as well as a recognised qualification.