

CASE STUDY

Before Rachel joined Dorset HealthCare, she had worked within admin in a variety of roles including social services.

As her husband was in the military, she never had the opportunity to take up any courses offered to her as she moved around a lot.

Rachel wanted to show that she could still gain a qualification at her age and after discussing her options with the Learning and Development Service she signed up for the Level 2 Healthcare Support Services apprenticeship and functional skills.

Although she found attending college daunting at first, she quickly settled in and was supported by the other students and her tutors. She enjoyed learning new skills, such as working online, and doing tasks which were initially outside of her comfort zone.

Rachel noticed an increase in her time management skills as she had to gather information and meet deadlines. She was also taught how to use PowerPoint and had the opportunity to present her work to the class.

After completing her apprenticeship, Rachel has started a new role and feels that the qualification was a great addition to her CV. She would also like to complete a level 3 qualification in the future.

“I am very proud of myself for completing the apprenticeship”



“I found the apprenticeship to be interesting and fun!”



“The support that is offered is fantastic”