

CASE STUDY

Before applying for the apprentice position, Leah finished school without any qualifications and had several jobs including working in retail and waitressing.

Leah wanted a change in career and became a community support worker. After ten years, she decided that she wanted a job where she wouldn't have to work shifts and thought that working in an office environment would suit her better.

To assist her with this, Leah undertook evening classes at an adult education centre and achieved functional skills qualifications in English, Maths and ICT. She also completed a Business Administration in Principles course to prepare her for an apprenticeship.

Following an interview, Leah was successful in securing an apprentice position within the Learning and Development Service in January 2017.

During Leah's apprenticeship, she has learnt new skills and had the opportunity to be involved in various projects, such as Learning at Work Week 2017. Leah has also received lots of support and encouragement from her colleagues which has increased her confidence.

Leah is due to complete her Level 2 Business and Administration apprenticeship in January 2018 and she would highly recommend this route to anyone at any age.



"The confidence I have gained and the experiences I have had have been better than I could have hoped for!"



"I feel confident about future career opportunities with the new skills that I have acquired"