

Joanne – Commissioned Services Apprentice – Planning Performance & Business Services

My job involves general administration duties such as writing reports, filing, photocopying, doing the post and taking minutes in meetings. I organise site inspections and liaise with schools to ensure that all their health and safety documentation is up to date. I like the fact that the job forces me to do things that I wouldn't normally do. I also enjoy meeting new people.

I took my GCSE's at school and got six D to G grades. When I left school I got a job as a cleaner. I then did a Level 1 and 2 Art and Design course as I wanted to get into the fashion industry, but later changed my mind. After being on benefits for a while I went back to college and started a Business Studies course. I left the course after being offered this apprenticeship.

I used to live in a hostel and they offered us a lot of employment based training courses. Most young people don't attend these courses but I really felt the benefit, it helped me with my confidence. I also did voluntary work in a bookstore. The work involved a lot of administrative and other tasks which I was able to use during the interview and assessment process to answer the scenario type questions.

I am working towards a NVQ 2 in Administration and Business. I am able to do a lot of the course work during office hours. Ideally I would like to work in marketing but I know that I need higher level qualifications. I therefore intend to re-start my Business Studies course.

The apprenticeship has helped improve my confidence my to such an extent that even if I don't have the qualifications for the job I will apply anyway. I feel I now have experience to apply for a variety of jobs I wouldn't have considered before the apprenticeship.

Commissioned Services