

As an administration apprentice my main role involves inputting data, record keeping, filing, answering the telephone, photocopying and faxing information. I like the range and variety of work in the role. This is a very 'hands on' role and I benefit from this way of learning.

At school I achieved good GCSE grades. I also studied Public Services and Health and Social Care qualifications. I believe some of the elements of these have helped me within my current role.

Previously I worked in a Primary School, assisting in the office. This gave me experience and an insight into the role of an administrator. It also helped me develop my confidence, teamwork, communication and people skills. Additionally, I have gained work experience on the reception desk at a local hotel.

I spend 1 day a week out of the office completing my NVQ level 2 qualification in customer services. In the short term, I want to complete my apprenticeship in administration and gain as much experience as possible.

In the short term I want to gain further employment in an office environment doing administration; either within the Council or a private company. This apprenticeship has given me the opportunity to look at my choices. Long term, I want to progress up the career ladder by gaining more qualifications and experience. I also have aspirations to set up my own business within the next five to ten years.

I think that the apprenticeship can only help me when looking for further employment as I have developed new skills and experiences. I have also become more confident and developed people skills through socialising with a range of different people. I also have enjoyed the apprenticeship and gained an insight into the world of work. This can be only beneficial to me in the future, after I complete my apprenticeship in November 2010.