

Apprentice Case Study

Become an NHS Apprentice Chelsea Garrett's Journey



**MEDICAL SECRETARY
TO ADMIN MANAGER**

**BUSINESS
ADMINISTRATION
LEVEL 3 AND 4
MANAGEMENT
LEVEL 5**

CHELSEA shares the reason for choosing an apprenticeship, what she has learnt and advice for future apprentices

Chelsea Garrett started with the Trust in 2012, where she began her Apprentice Medical Secretary in the Plastic Surgery department.

Here Chelsea gives details of her experience as an apprentice and offers advice to anyone considering an apprenticeship with the Norfolk & Norwich University Hospital NHS Foundation Trust.

Why did you decide to complete an Apprenticeship?

I went to Thorpe St Andrew High School and left education at the

age of 16 and started working several part-time jobs. I wasn't really sure what I wanted to do but I knew working for the NHS would be a good way to start my career and I applied to the hospital.

I am a kinesthetic learner, so doing an apprenticeship was definitely the best thing for me as I was learning a job, working, being paid and getting a qualification at the same time.

Are you doing something that you have always wanted to or has the Apprenticeship opened your eyes to new occupations?

Despite being unsure before joining the Trust, I took the opportunity and have progressed really well. For example, I have grown in confidence as a person – both professionally and personally – this has helped me to become a stronger member of the team.

Before finishing my apprenticeship, I applied for a slightly different job within the department – Waiting List Coordinator - which I was successfully appointed to and I did this role for 18 months.

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Did you come across any challenges /difficulties and if so how did you deal with them?

During my Apprenticeship, there were times when I felt like it was difficult to manage both my work, and completing an NVQ qualification. I found this particularly hard whilst I was in my Waiting List Coordinator role.

After speaking to my Manager and discussing the options, she was more than happy to allocate me additional study leave to enable me to complete my qualification. This worked out really well. I was lucky to have such supporting colleagues and Managers.

What advice would you give to future Apprentices?

I would advise future Apprentices to grab every opportunity given or offered to them.

Also to show willingness to learn and do not be afraid to ask questions! You have the opportunity to learn so much!

What happened next?

After completing my Apprenticeship and gaining my Waiting List Coordinator role, I was promoted to a Trust Senior Secretary where I was Secretary for two Consultants in the



hospital – a role which I really enjoyed!

At this point I wanted to improve my skills and qualifications to help create other chances in the

future, when I feel like I am ready to progress in my career. I definitely want to remain in this hospital.

What are you doing now? (2018 update)

Since doing my Apprenticeship a few years ago, I have gone on to do my Level 4 in Business and Administration. I have now started Leadership and Management Level 5 (Foundation degree equivalent).

This has led me onto a new post as an Administration Manager for Ophthalmology. I am really excited to start my new role and thank my apprenticeship for showing me all of the different opportunities the hospital offers.

NEXT STEPS →

If you feel inspired by Megan's story and are thinking of considering an apprenticeship but are unsure of what may be suitable for you, why not get in contact with our team to gain a wider insight into what the Norfolk and Norwich University Hospital can offer you?

Speak to our Apprenticeship Team: 01603 286231

Apply for an Apprenticeship at www.jobs.nhs.uk

Research our Trust at www.nnuh.nhs.uk