

APPRENTICE CASE STUDY

BECOME AN NHS APPRENTICE TONY WAELAND'S JOURNEY



APPRENTICE RECEPTIONIST

BUSINESS ADMIN LEVEL 2, 3, AND 4

TONY shares the reasons for choosing an apprenticeship, what she has learnt and advice for future apprentices

Tony Waeland joined the Trust in June 2013 to complete a Level 2 Business Administration apprenticeship as an 'Apprentice Receptionist' in the Out-Patients Department at Cromer Hospital.

At the age of 39 Tony chose the unconventional step of applying for an apprenticeship. Here he talks about his experiences before and during his apprenticeship with the Trust.

How did you come across doing an apprenticeship with the NHS?

Prior to starting my apprenticeship, I had worked in a vast variety of vocations.

I had left school with no qualifications and at the age of 18 I began working for a printing company as a complete novice. Over a 15 year period, I had worked my way up to 'Print Finishing Floor Manager'. Unfortunately, in 2009 I was made redundant and despite working in the profession for a further 2 years, the shortage of vacancies within the print trade meant I had to look for a new area of work.

Why did you decide to complete an Apprenticeship?

Whilst looking at vacancies on the 'NHS Jobs' website, I discovered the position and decided to apply with the intention of learning new skills & hopefully give myself a new career.

Initially, I did not think I would even be considered for the role due to my age - I assumed that most apprenticeships were for school leavers. To my delight, I was offered the chance to undertake it.

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What helped you to decide to complete the Apprenticeship?

Along with the continued support from my family, my manager, and my colleagues at Cromer Hospital, I was given the confidence to work hard and complete the apprenticeship. I also strongly believed that the apprenticeship would lead to better things.

What benefits have you gained during the Apprenticeship?

Even though I have gained a lot of experience from my previous jobs, I feel that the apprenticeship has given

me a whole new outlook on my career options and has really boosted my self-confidence.

As part of the apprenticeship I had to take English and Math exams, which I admit to being nervous about having not studied or sat an exam for such a long time – but with some fabulous tuition from my college assessor I successfully passed them.

This success has made me feel more determined to study more and take on any other courses that are offered to me to improve my knowledge even further.

Did you face any challenges or difficulties?

Having left school nearly 25 years ago, I was not accustomed to a study regime. I did, however, overcome this aversion and naturally found myself enjoying the extra work as well as gaining new knowledge. Again, my college assessor instilled the confidence in me to continue and I never looked back.

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

In all honesty, I have never really had any idea what I wanted to do until now. Working within the NHS has truly opened my eyes up to the Health sector which combines people

skills and excellent customer skills. I have always been an organised, methodical, and caring person which I believe fits into my area very well and I have incorporated into my new job.

What advice would you give to future Apprentices?

Whether you're a school leaver or someone who craves a new working direction; an apprenticeship gives you all the experience and possibilities to succeed in a new role, while also helping you not only build up your confidence, but it also gives you so many more options.

What happened next?

Tony was successfully appointed to the role of a Trainee Audit Facilitator in the Clinical Audit and Improvement Department and he has completed the Business Administration Level 3.

What are you doing now?

After securing promotion within the department, I am now 7 months into the Business Admin Level 4 apprenticeship. One day per month is spent studying in a classroom for my technical certificate and then I am undertaking my NVQ coursework with an assessor. I have also undertaken an accredited online Audit course while a trainee Audit Facilitator.

NEXT STEPS →

If you feel inspired by Tony'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