

# Apprentice Case Study

## Become an NHS Apprentice Bethany Trim's Journey



### APPRENTICE MEDICAL SECRETARY

### BUSINESS ADMINISTRATION LEVEL 3 & 4

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

Bethany Trim started with the Trust in April 2015, where she began an Apprentice Medical Secretary role in the Trauma and Orthopaedics department.

Beth has provided the details of her time as an apprentice and has given her advice to anyone who is considering pursuing a similar path.

#### *How did you find out about the Apprenticeship?*

I first saw the apprenticeship via NHS Jobs in April 2015 during my first year of sixth form. I only

enjoyed one of my subject at sixth form and decided it was not for me, so decided to pursue an apprenticeship instead.

#### *Why did you decide to complete an Apprenticeship?*

Despite originally attending sixth form I soon realized it wasn't the correct path for me and so instead began looking for apprenticeships. I have a large family back ground in science and nursing so I knew I wanted to do something in the NHS to progress my career. It was a no

brainer to be able to work and study at the same time.

#### *How has the Apprenticeship benefited you?*

Being an apprentice gave me more skills than I could have imagined. Going from school to a working environment can be a difficult transition, but with the support provided I learnt how to communicate professionally, be a reliable employee and most importantly enjoy what I do! Having the Apprenticeship Team and my

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managers surrounding me and supporting me, I grew from a teenager into an adult.

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

Since completing my apprenticeship in Trauma and Orthopaedics, I have made significant progress within the Trust — working as an Receptionist in Dermatology, a Unit Secretary in Day Procedure Unit and Same Day Admissions Unit, before moving into a Admin Support Assistant role in Referral To Treatment (RTT) & Cancer Recovery.

All roles are completely different but requires the skills that I learnt as an apprentice at the beginning of my career. I never imagined myself where I am today, and didn't know half the roles in the trust existed! The Apprenticeship has opened my eyes and plenty of doors, that anyone would benefit from!



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

When I first started as an apprentice, I wasn't the best student with timekeeping and ensuring assignments were in on time. I was very distracted at home and this reflected on my work and apprenticeship coursework. At the time, I spoke with my line manager, college assessor, and Annie Cook who all helped me get to the end and supported me throughout the whole process.

**What advice would you give to future apprentices?**

I would advise any apprentices to not give up! It is tough, but by completing and doing well you will set yourself up for success and it will always be worth it!

**What happened next?**

Beth is currently completing her Business Admin Level 4 qualification after securing Band 4 in RTT and Cancer Recovery.

**Future Plans—what would you like to achieve in the future?**

In the future, I would like to complete the leadership and management course to excel me into management roles and climb the NHS ladder further.

### 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](http://www.jobs.nhs.uk)

Research our Trust at 🌐 [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)