

# Apprentice Case Study

## Become an NHS Apprentice Stacey Kent's Journey



### APPRENTICE MEDICAL SUPPORT

### BUSINESS ADMINISTRATION LEVEL 2,3, AND 4

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

Stacey Kent joined the Trust in November 2012 to complete a Level 2 Business Administration Apprenticeship as an Apprentice Medical Support Secretary in our Cardiology Department.

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

*How did you find out about the Apprenticeship?*

I came across the Apprenticeship when I was looking on the NHS Jobs website as I looked for job within the healthcare sector – I had studied a

BTEC in Health and Social for 2 years – and this interested me.

*Why did you decide to complete an Apprenticeship?*

I didn't want to commit myself to University unless I was absolutely certain about my career choice and an Apprenticeship seemed a good opportunity to continue my education alongside earning money at the same time.

*How has the Apprenticeship benefited you?*

I have become much more independent and my confidence has grown enormously from what it was.

Within a year of my 18 months of study, I secured myself a full-time Band 3 post in the same position!

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

I started out unsure as to what I wanted to do as a career, although I knew I wanted to work in healthcare as this interested me.

My Apprenticeship has given me invaluable insight into working for the Trust and has opened my eyes to future occupations and career development within the NHS.

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This is something that I potentially wouldn't have considered before working here.

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

My self-confidence was my biggest challenge; from being at school and college with friends and familiar surroundings to starting somewhere new and being on my own, it was a big change and I did feel vulnerable.

However, I was strict with myself and put myself in situations where I was out of my comfort zone. Before I knew it, I had overcome any difficulties.

I still come across challenging situations, but this is because they are new and for as long as things change I am still learning.

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

You can still be successful without going to university. Physically doing a job is the best way to decide whether it is for you or not and you will learn and develop in ways you perhaps couldn't in a classroom.



If you put the work in you will be offered so many opportunities – take them all and build on your CV – employers like to see experience.

**What are your future plans?**

I would like to build on my knowledge and skills by completing higher levels of education.

**What happened next?**

Stacey completed her Business Administration Level 4 NVQ, and is considering the next steps into her career.

### 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)