



# Apprentice Case Study: Charlotte

**Charlotte is currently undertaking her L2 Customer Service Practitioner Apprenticeship at the NNUH.**

## Why did you decide to undertake an apprenticeship?

I applied for the apprenticeship because after graduating from University, I was very unsure as to what I wanted to do. I thought an apprenticeship in Customer Service would be a great opportunity to improve and learn a wide range of skills that could be utilised in a variety of different jobs. This role also allowed me to immediately jump into a busy working environment where I could gain experience, improve my interpersonal skills, and shadow more experienced colleagues. It also would allow me to continue to learn alongside the job role. I personally work best when I have a variety of learning methods combined with real life applications in the work environment. This meant that having the opportunity to do both within the NHS, was a perfect fit for me.

## How do you feel your apprenticeship has benefited you so far, and what has it enabled you to learn or develop?

My apprenticeship role has had a variety of different benefits to my eligibility as an employee. I believe the area I've improved most on, is my confidence in being able to interact and communicate with patients, which was an area I was most anxious about prior to beginning my job role but I now feel comfortable both calling and welcoming patients over to me on reception to handle their queries. Additionally, the continual increase in my knowledge of policies, processes and legislation, has helped immensely in providing context for the way the NNUH works to adhere to them.



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## What would be your advice to someone considering a higher level apprenticeship at the Trust?

To anyone who is considering applying or taking an apprenticeship role at the NNUH, I would like to emphasize what a great opportunity this is to become part of our national healthcare system, and to be able to witness and participate in the ways these services are delivered to all patients who need it.

There is always so much to learn and lots of information to take in, so being able to shadow other employees and learn on the go through real life application, is so essential. My top tip would be to ask as many questions as possible and utilize the amazing access to resources for information, customer service experience, and incorporating other employees advice, to improve your own skills as well as find the best processes that work for you individually.

## What are your plans for once you have successfully completed your apprenticeship?

Once I have completed my course and achieved my Qualification, I feel this will enable me to be eligible to apply for a variety of job roles. I have started to look at other job opportunities within the NHS and would quite enjoy working on reception in a smaller practice or part of the administration team handling patient information. I also plan to broaden the search to include different industries/companies where the skills I've learned, and my customer service experience can be advantageous. Whatever I choose to do next, I feel this apprenticeship has given me confidence and drive to continue to improve and apply what I have learnt to the new challenge.



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