

CASE STUDY: Apprenticeship - Level 2 Business Administration

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BACKGROUND

I started an apprenticeship with Ixion Holdings in September 2015 it was a great experience however, the role that was initially found for me wasn't for me. Andre could see this and helped me to find an alternative company to complete my Apprenticeship in. I am now at Harper Office and I'm very happy and thankful of Andre for all his kind help. I decided to do an Apprenticeship because I am a confident person and I believed I had what it took to go straight into work. I wouldn't be as happy within my current role if Andre had not picked a role to perfectly suit my personality.

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When I started my apprenticeship another apprentice in the same position started 2 days before me, she was lovely and also a good friend. After a few months in it became evident to both Julia and my manager that the apprentice 'Lilee' was finding it a bit harder than me so was relying on me a little bit too much and I wasn't being given other opportunities to develop my own skills. Julia was very professional and organised a meeting with our director to help resolve the situation. In this meeting we had arranged to swap seats around so that we each had a member of senior staff next to us to help us rather than us asking each other. Ian and Julia also advised that I would be provided with better opportunities to be able to prove what I can do. Since then, things have been great in month four I made £10,000 profit due to the opportunities I helped secure.

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A DAY IN THE LIFE OF...

A normal day of an apprentice starts off with cleaning out junk within our emails which may have occurred during the night. I will answer the voicemails and complete all of yesterday's backorder. I will then answer all incoming calls throughout the day and throughout the day I will make drinks I'm known as the tea lady! Each



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hour I will receive a backorder report which I will keep up to date with. In my spare time I will answer customer enquiries and help deal with the key accounts within the company alongside my director.

WHAT THE FUTURE HOLDS

I hope to continue onto a level 3 Business Administration qualification after completion of my level 2. I will also like to gain more experience within my current role and hopefully grow and gain with possible promotions. When I am older I would like to work within the finance sector and this apprenticeship is a great start for me.