

CASE STUDY: Team Leading Level 2

Tonia King, Kings Lynn

BACKGROUND

I am a busy fulltime working Mum of two young boys and like many others when they were babies career progression was far from my mind, so I got some hours in a local Supermarket whilst they were asleep. I quickly became bored and applied for the store's Community Champion role. This involved working with local charities and arranging in-store fundraising events. I loved it; I felt like the old me and had something to talk to hubby about other than just potty training!

After a couple of years I began to get a sense that the experience I was gaining could help me with a career change, after all chef hours (my career for the last 17 years) are not really family friendly. I then saw my current position advertised-I work for Big C, Norfolk's Cancer charity as a Support & Information Centre Manager. I had previous managerial experience but other than Chef Qualifications nothing much else on paper, but they saw through that and my enthusiasm won them over. However I didn't like that I could have missed out on a job I really wanted just through a lack of relevant qualifications, however I was over that golden age where government funding was an option, then I heard about Ixion Holdings.

I decided to do a NVQ Level 2 in Team Leading, I found that many of the fundamentals I had a good understanding of, but feel completing the course has given me more confidence and a greater understanding about myself. This in turn has helped to develop me as a manager, things such as learning and management styles are so helpful to know. I was

"My advice to anyone considering signing up would be, do it! You have nothing to lose and everything to gain."

worried about how much time I would need to commit to the NVQ but found that most subjects could be included into my day to day role such as appraisals and training.

WHAT THE FUTURE HOLDS

"I enjoyed the learning so much I have decided to go on further and complete a Business Diploma, the support I have received from Tina Wright my assessor has been great and she is fab at explaining things in a really clear way."