

CASE STUDY: Apprenticeships Rosie Marle, London

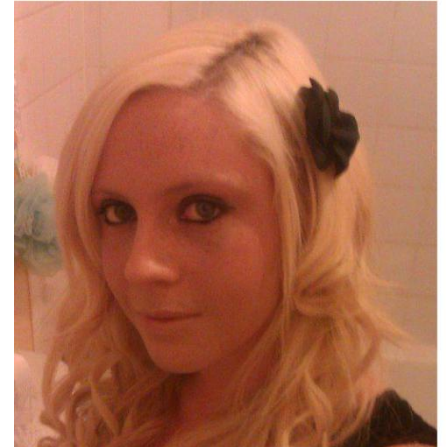


Background

Rosie joined Ixion as an Apprentice in 2011. After leaving school with only a few qualifications, she initially looked for jobs in the retail industry, thinking this was the only option available to her.

"I didn't think I was smart enough to work in an office"

Rosie worked for a short time in a Nail Bar and achieved an NVQ in Nail treatments and Nail Technology, however volunteering in an office at 'eco-Actif' gave Rosie the confidence to believe she could take on an office job and her experience of working with people was an ideal first step into taking on an Apprenticeship with Ixion.



"I didn't have a clue when I first started"

A DAY IN THE LIFE OF...

An Assessor visits Rosie every two weeks to look through her coursework and to check to see how things are going, she has also benefited from on-the-job training through the company, and has learnt how to use the different systems as well as undertaking First Aid training.

In addition to normal office duties such as filing, completing spread sheets and loading information onto the computer systems, Rosie is getting actively involved in actually helping the customers of the company get back into employment. Although this can be challenging, as many of her customers have serious health problems or difficult issues to overcome, it has also given Rosie her greatest achievement and she is most proud of helping one of her customers find a job.

"I completed my coursework in just 5 months and took on extra units as well to take on new challenges"

WHAT THE FUTURE HOLDS

Rosie is hoping to complete her Apprenticeship and obtain a Level 3 qualification in Customer Service, and although her Apprenticeship is due to finish in August, she is keeping her fingers crossed that she will be able to progress further within the company and see her career develop.

"Everybody has been really supportive and I am keen to prove myself and take on extra responsibility!"