



A wave of opportunities

After leaving school at the age of 16, I found it quite difficult to find an apprenticeship. I felt an apprenticeship would be the best way to gain skills as an ad-

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Business Administration Apprentice My Journey so far...

ministrators as I would be getting a lot of work experience whereas in college I would not have gained as much experience. When I saw this opportunity I was eager to apply and interested in working in this sort of environment as I thought it would be great experience for me. I felt this apprenticeship would be different compared to a normal admin role as I would be dealing with and meeting a wide range of people.

I feel very comfortable and happy in my new role. I was a bit nervous at first as I had never worked before but I soon settled in and the staff were very friendly and welcoming. It was not easy at first when I started as I had a few things I was unsure about but with the help of staff I was told how to do it the right way and I felt I could talk to my colleagues whenever I was unsure about something as they were always willing to help and give advice.

I felt I have learnt a lot so far, and I am still learning new things while doing my apprenticeship. I learnt how to use RIO (Clinical programme) which was a bit of a challenge at first but after some training from the staff I felt confident. I was glad I had the opportunity to gain training in many things like using RIO, taking part in customer care training and I will also be taking part in minutes and meeting training in the future. Before taking on this admin role I did not know how to do many office duties. I am glad I have had the chance to gain excellent experience.

I am enjoying my time taking part in this apprenticeship, and I feel I have gained a lot of experience and skills. This apprenticeship has gained my confidence and helped me learn a lot. I would love to carry on working with BSMHFT as it is a great trust.



apprenticeships