

Apprentice Case Study

'My Journey so far ...'



Charley Jackson

Apprentice Name: Charley Jackson

Job Role: Business Administration Apprentice

Organisation: Castle Water

Why did you choose to do an apprenticeship at Castle Water?

I decided to apply for a Business Admin Apprenticeship as previously all my jobs were based in customer service. I wanted to come out of customer service and try something different. As Castle Water is such a large business I knew I would be placed into a role I hadn't done before which is what I was hoping for. I have heard great feedback from other apprentices at Castle Water who now have full time jobs and have been with the company for years.

What have you enjoyed most about your apprenticeship?

I have enjoyed making new friends and improving my knowledge during the apprenticeship. I have gained a lot of confidence, especially working within the complaints team. Everyone at Castle Water is there to help which makes the whole experience a lot more enjoyable. I have enjoyed watching myself grow as a person and have gained more skills and knowledge.

How do you balance studying and working?

My team leader and I decided a Friday would be the best time for me to do my apprenticeship work which I allowed me to understand properly what was expected of me in my job and also kept all of the information I am learning, fresh in my mind. It also means I have written documentation of what I have been learning and is written in a way I know I will remember and understand.

Has your apprenticeship helped you gain new skills?

The apprenticeship has helped me improve in a lot of the skills that I previously had, such as my writing skills, confidence, knowledge, time keeping, team work, the list could go on. And with working in the complaints team, I need to ensure my writing skills are up to standard and my grammar and punctuation is correct and ensure I am working and communicating well with my team. Every day is a learning day and you can better yourself every day.

Has this experience helped you work towards your career goals?

This experience has helped me in many ways. It has allowed me to try working in an industry that I never would have thought about working in and has allowed me to gain confidence and a lot of knowledge.

Doing an apprenticeship was one of the best decisions I have made as I am learning something totally new every day. I wish I had applied for an apprenticeship when I first finished school as it would have meant the skills I learnt in school would be more fresh in my mind.

Charley has successfully completed her apprenticeship and has been offered a permanent role as Complaint Handler with Castle Water.



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