

## Apprentice Case Study

### 'My Journey so far ...'



**Jack Ford**

**Apprentice Name:** Jack Ford

**Job Role:** Customer Service Apprentice

**Organisation:** Castle Water

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

I chose an apprenticeship because after finishing college I wanted to find a job that would help me start a career. With an apprenticeship I could continue to learn and develop my skills while being employed and working in a business environment. I chose Castle Water because after looking through the details of the apprenticeship and learning about the company online I found Castle Water was somewhere I could learn new business skills and begin a career path. As I studied fashion at college and had never worked in an office or business environment before, I felt an apprenticeship would help me gain experience and teach me the skills I require to work in this industry.

#### What have you enjoyed most about your apprenticeship?

It has been great to be able to learn about working in a business environment as I have never had this experience before. Being able to work in an office environment has also been enjoyable as it shows you how different a professional workplace is to working from home or at college.

## How do you balance studying and working?

I balance studying and working by keeping up with deadlines and keeping open communication between myself, my assessor and my manager. This helps if there is something I'm struggling with or if I need extra time before I hand in my work. Another way I have found to balance the study and workload is to remember what evidence I need for my apprenticeship when I'm working so as I take calls or answer emails if something can be used as evidence I can screenshot it at that point and don't have to use my dedicated apprenticeship time to find the evidence, leaving me more time to focus on the units themselves.

## Has your apprenticeship helped you gain new skills?

Yes, some of the new skills I have gained are working with new computer systems. When I started the apprenticeship, I never thought I would be so confident with the systems and programs we were shown in the first week. I have also gained skills in professionalism and workmanship when working in a professional environment and interacting with people. The biggest skill I have gained is confidence in myself and in my work, especially when it comes to telephone conversations and using the knowledge I have gained.

## Has this experience helped you work towards your career goals?

Yes, the experience has helped me realise I can work and succeed in an office. It's also helped me work towards my goal of having not just a job but a career in an environment where I'm confident and capable of performing to standards. I like that an apprenticeship has given me the chance to learn whilst working and feel that in the long run this will benefit me more than if I were to have just started a job.

Jack has successfully completed his apprenticeship and has been offered a permanent role as Customer Service Advisor with Castle Water.



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**Jack Ford**