

# APPRENTICESHIP CASE STUDY



**Hannah  
Norrie**

**Business Administration**

Hannah Left Carmel College with six GCSEs before embarking on a Level 2 Diploma in Beauty Therapy followed by a Level 3 Diploma in Nail Technology. Hannah then gained employment as a Customer Trading Assistant at Sainsburys before moving to become a Laboratory Technician at Absolute Antibody.

Hannah applied to become a Purchasing Assistant Apprentice, working towards the Business Administrator Level 3 Apprenticeship standard with Darlington Borough Council Learning & Skills, successfully gaining a position at Simply Thank You. Hannah embarked on this course as she wanted to expand her knowledge on how different systems worked and learn the importance of understanding different strategies taken for companies to grow. She highlighted that administration is one of the most vital areas within a business as it allows support for all other areas, this made her want to be part of this sector.

The course covered a range of different areas including project management and learning the different components in which you could use, such as SWAT analysis. The course consisted of research on a range of subjects, such as finance and external/internal factors. Hannah stated she has particularly benefited from learning the finance side of business administration as within the old and current job role she is dealing with different levels of finance. The course has helped Hannah understand the importance of this data being accurate and imputed correctly in a user-friendly way.

Hannah worked consistently well throughout the course, frequently achieving set targets but moved employer towards the end of the course. Hannah was happy with the help Learning & Skills gave to ensure a smooth the transition to the new employer, Mears Group. An additional barrier Hannah overcame was the impact of changing tutor, towards the end of the course. When questioned on this she stated:

*'When learning that I will be receiving a new tutor, there was mixed emotions as it's like starting a fresh however, Paul made the transition very easy as he was aware how far I was progressing through the course and ensured he always lifted spirits when any of us were struggling. When starting the course, I was nervous to if I was able to complete all the work to a high standard and if I would struggle, but with the help of the college and support of my organisation I was able to complete my work and come out with distinctions.'*

Hannah gained a Distinction in this course. She stated that if she did not embark in this course, she would be unsure on where she would be and stated she may possibly be still looking for a job. Hannah is quoted as saying: *"This apprenticeship has given me the experience within a workplace and has also led me to full time employment. I can't say thank you enough to everyone that has supported me through my learning process and without the course I would not be the person I am today within my job role."*

When asking for proof of progression, Hannah's employer stated: *"Hannah has been a credit to our team and she's doing really well. She's taken over a lot of our financial responsibilities which is a massive task and she's doing it with ease. She picks up process' without issue and just runs with any tasks she has been given. She's fit in well with the teams she works alongside in the office as well as linking in with other departments remotely."*



TEES VALLEY MAYOR

