

# APPRENTICESHIP CASE STUDY

**National  
Apprenticeship  
Week**  
**#NAW2023**

**Elisia  
Richardson**

**Business Administration**

After leaving school, Elisia was unsure of her career path, but had ambitions of owning her own company in the future, so she decided to apply for the business admin apprenticeship position at Latimer Hinks Law firm.

At the beginning of the course, Elisia struggled with the course delivery methods of her initial tutor and fell behind on her progress. Learning & Skills listened to learner and employer feedback to change tutor, which resulted in Elisia being able to catch up and continued to meet her target progress for the remainder of the course.

On the course, Elisia covered various topics to build her knowledge of business admin areas such as stakeholder management, project management, finance, producing documents, legislation and understanding the organisation. She also covered topics to help develop her interpersonal skills including personal and professional development, teamwork and working with others, and coaching and motivating others. Elisia enjoyed completing tasks - she found the managing resources task particularly useful as this helped with her workplace project which was around changing the stationery process at work. Elisia revised hard for the knowledge test, and this paid off as she achieved a distinction in the knowledge test.

Throughout her apprenticeship, Elisia received mostly good feedback from her employer and tutor during her reviews. The main area she struggled with was her reliability as she had a lot of absences from work. However, the firm wanted her to succeed, so gave her an incentive of a pay rise if she improved on her reliability. Elisia had problems in her personal life, so was given support and advice from the Learning & Skills mentor.

Elisia completed the End Point Assessment for the Business Administrator L3 with a Pass, but gained 2 Distinctions in the 3 assessed areas. She has since been offered a full-time position at Latimer Hinks, with a view to progress her career and work towards the Team Leader Level 3 Apprenticeship with Learning & Skills.



TEES VALLEY MAYOR

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