

APPRENTICESHIP CASE STUDY



**Tammy
Firth**

Operational Departmental Manager

Tammy is the Adult Education Lead within the Learning & Skills Team. She was promoted to this position after working for the service and within the education sector for a number of years.

Although initially this was a challenging transition, Tammy's confidence has grown from strength to strength. The impact of home working across such a busy and customer facing area of provision in itself threw up numerous challenges. Many of the residents of Darlington that Tammy's team worked with already needed a tremendous amount of support and the daunting task of not being able to access the vital support and education her team provides was overwhelming for so many. Tammy embraced this challenge and whilst working from home herself, managed to rise to the challenge and adapt a very successful new way of working, which supported not only residents but her staff as well....all of which whilst undertaking her Level 5.

Tammy was part of a small cohort of Council Managers, all of whom started their course in the classroom but have in fact completed the majority of work through the Teams platform over Covid. Tammy's project, as part of her qualification, was a response to the Governments initiative to kickstart the economy and plug gaps within the British workforce by offering fully funded Level 3 courses across the Tees Valley area. Again Tammy tackled this with vigour and a positive 'can do' attitude and worked closely with other providers and the TVCA to ensure that Learning & Skills were able to deliver relevant courses to support and upskill the workforce in the Darlington area.

Tammy managed to juggle a wealth of challenges and overcame these to complete her Level 5 Diploma and End Point Assessment with a Distinction which was richly deserved. Well done Tammy.



TEES VALLEY MAYOR

