

# APPRENTICESHIP CASE STUDY



**Jack  
Barker**

**Business Administration**

Jack started his career with Darlington Borough Council in Building Services as an Apprentice, working towards the Business Administrator Level 2 Apprenticeship Framework with Darlington Borough Council Learning & Skills. This course was completed within the 12 months and 1 day timescale and he progressed onto the Business Administrator Level 3 Apprenticeship Standard. This course involved the new End Point Assessment (EPA) method to ensure all the skills, knowledge and behaviour requirements are at the required standard on completion of the course.

Jack wished to progress within the Council onto his Level 3 Business Administrator Apprenticeship as he wished to further his knowledge and the felt the new role would help develop his administration skills and knowledge. Over the duration of the level 3 Apprenticeship numerous topics were covered, which helped to build an understanding of what was required throughout. This included working with stakeholders, writing official documents, creating data in spreadsheets, all of which was beneficial to his daily work. Jack stated he benefitted from being pushed out of my comfort zone during the course. This included delivering presentations in front of other apprentices and group discussions, which everyone could participate in. Carrying out these actions helped Jack gain confidence over time and become more comfortable around others. The course not only helped Jack develop professionally but personally too, with a noticeable change in both confidence, communication skills and improvement of knowledge. Jack held both his tutors in high regard for their support and the way they developed him to be more independent so that he didn't fully rely on them.

Over the duration of both Apprenticeships, delivered by Learning & Skills, Jack has worked for Darlington Borough Council in two departments. During his Level 3 Apprenticeship Jack was offered a full-time role, with Corporate Landlord, where he continues to work today. Jack stated there are opportunities within this role to progress further and expand his knowledge. Jack stated he felt the course was very beneficial to anyone who is looking to gain knowledge and potentially fulltime employment. All tutors on the course are very helpful and will always make time to support the learners when required.

Jack is quoted as saying: *"I really enjoyed my time training with Darlington Borough Council Learning & Skills, they made it really interesting for me and it really helped whilst moving up within my role. I would never have achieved this if I hadn't applied to the Council for an Apprentice role after leaving school. This is the best thing I have done."*



TEES VALLEY MAYOR

