My Journey

After leaving school I attended Bournville College to study Electrical/Electronic engineering. After completing 2 years of the course, getting a grade of DDM(Distinction Distinction Merit) I realised that there wasn’t that much in terms of opportunities for a career. I ended up on jobseekers allowance for about 12 months, whilst on Jobseekers I was notified that the Factory (a youth centre) was hosting a careers event. I spoke to a few people but didn’t know which route to take; I spoke to two staff who works at the Learning Hub who advised me to research a bit about the Innovate course. I ended up applying for the Innovate course which is a course hosted by the Learning Hub at QEHB and got onto the 12 week course after completing the Maths and English test. During the 12 weeks we learnt general things about the hospital that you would need to know and went on a few courses. These were things such as the trust values, policies used within the hospital and then courses were things such as First Aid and Drug Awareness. We also were taught how to make the best of our CV’s and supporting information for application forms. As the course started to draw to a close I was notified of the apprenticeships that the hospital provides, there was a post which was the Customer Service Level 2 NVQ.

I applied to the Customer Service Level 2 NVQ and acquired a place on the course after getting through the interview stage. For my apprenticeship I attended Therapy Services on a 4 week placement working on the reception. The first two weeks were quite overwhelming; as it was my first real job experience and I had a lot of nerves around helping patients whether that is face to face or over the phone. My main job role whilst being on placement consisted of dealing with patients, booking appointments and taking messages for the Physios. After the 4 weeks I was offered the chance to complete my customer service apprenticeship, this included attending study days in a class based setting. The course consisted of coursework, then to finish we completed a professional discussion and a showcase of a few units we had completed over the course of the apprenticeships.

I was successful with my apprenticeship and after completing my Customer Service Level 2 apprenticeship I gained a final grade of a Distinction. I am now working a full time Reception/Administrative assistant within the Therapy Services department. For my future, I currently enjoy working within Therapy Services in my current position however would at some point possibly look at moving into a Band 3 role or possibly be open to other career paths.