

Case study



From Business Apprenticeship to
Ward Support Secretary -
Madeleine Carter

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Having completed my A levels at Petroc College, I decided to take up the opportunity of an Apprenticeship in Business Administration at Northern Devon Healthcare Trust. I thought that this would be a great opportunity for me to learn whilst working and help expand my knowledge, experience and skills within a working environment. I was offered the opportunity to undertake the Business Administration Apprenticeship, QCF Level 2, in January 2015, aged 19, where I was placed as part of the Trust Secretariat Team in Corporate Governance.

Working closely to the Chairman and Non-Executive Directors has helped enhance my administrative skills especially in managing my time effectively and prioritising workloads accordingly to meet tight deadlines. The working environment is very different to a place of study and it has been, and still is, an exciting experience, constantly expanding my knowledge within the Trust. My confidence has grown in all areas and continually utilises my communication skills. Whilst working in this area I was also fortunate enough to shadow staff in other areas, such as HR and had involvement in helping out at Careers Fairs and interview days. A very varied and interesting start to the NHS.

Throughout my Apprenticeship, all the staff that I have worked with have been extremely helpful and supportive and after a year of working towards my QCF qualification, I was fortunate enough to be offered a substantive post working as a Ward Support Secretary for Unscheduled Care. This position, I am sure, will give me plenty more opportunities to further my knowledge and progress my skills within the Trust.

Madeleine Carter