

# Learner

## CASE STUDY



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## TEAM LEADER LEVEL 3

### Why did you decide to go ahead with the apprenticeship programme?

I had ambitions on doing further studying. I relish any opportunity that I would benefit from it. It was great to learn the theory around how to be a good leader.

### What areas of development did you see the programme meeting for you, in the context of your role and its responsibilities?

The programme helped develop my communication with different types of people. It allowed me to understand how to lead different personalities and understand the different forms of leadership.

### What were your perceptions of doing an apprenticeship before starting on this journey?

I initially associated an apprenticeship with that of a manual labour worker, learning a trade; a bricklayer for example. I didn't initially think an apprenticeship was this type of qualification.

### How have these changed?

This changed when I started my engagement with Pareto - they helped me to learn more about the qualification standard.



#### **What have been your biggest learning points from the course?**

I have been able to better reflect on my actions to understand what I could have done differently. By going through the apprenticeship programme it has helped me to develop a better understanding of decisions taken by other leaders within the business – helping me with my decision making.

#### **What made the business choose to look at using apprenticeship programmes to support your staff development?**

Although we offer a range of varied training for our staff, we've never really offered anything that is a Nationally recognised sales qualification. The L4 Sales Executive Apprenticeship offered a great opportunity for accreditation. The fact that the programme is funded through the Apprenticeship Levy was a fantastic bonus.

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#### **How would you describe your experience of doing this qualification?**

It has been positive, my skills coach has been great, Kurt listens to what I say, gives me advice and also shares some of his own personal experiences that helps give me confidence on what I am learning and doing. Kurt helps bring to life what I have learnt in the training by sharing his expertise and own experiences.

#### **What impact has the course made on your development and career?**

I think the course has certainly given me confidence in my own ability as a leader. It has put me in a better position to be able to pay back the business for investing in me.

#### **What impact has the course made to your confidence?**

The programme has helped improve my confidence. If I make a decision having gone through the training, it verifies that I am doing the right thing. It has enabled me to see the bigger picture because I know the effects and the benefits of the decisions I am making because of the apprenticeship and it has supported me to do what I believe is right for the business.

#### **Having completed/once you complete the course, what is next for you?**

When a leadership role opens up at Dun and Bradstreet, I will definitely put my name in the hat. The qualification shows that I have invested in myself to become an ideal candidate for a leadership role. I would like to be in a senior leadership role within the next 5 years.

#### **What advice would you give to anyone else thinking of doing an apprenticeship?**

I would say it is one of the best investments you could possibly make, it is invaluable to enable you to grow and should help you to achieve your goals in a quicker time than if you didn't go through the apprenticeship programme.