



## Apprenticeship Learner Case Studies

# Learner Case Study: Bradd Clay, Safestore Level 3 Team Leader / Supervisor

**Summarise what completing this apprenticeship has meant for you, personally and professionally so far.**

This apprenticeship has provided me with increased confidence and has upskilled me professionally so that I can excel in my role. I already feel I have learnt a lot in this apprenticeship, and I have been able to directly use what I have been learning within the workplace to make me more efficient and productive.

**What knowledge, skills and behaviours did you develop on programme?  
What can you do now that you couldn't do before your apprenticeship?**

I have developed my time management and how I organise and plan ahead at work to get tasks completed. I am also asking for more feedback on a regular basis, and also offering feedback to colleagues that I was not doing as often before I started this apprenticeship. I feel I am now much more confident in my role and it has really helped set me up to be able to succeed in my next role as a store manager.

**What was your proudest moment during the apprenticeship so far?**

My proudest moment so far during the apprenticeship would be completing 6 weeks of coaching with my colleague and store manager and as a result of this directly impacting on their performance in a positive way and this was reflected in their KPI figures.

**What did you enjoy most about being a Dove Nest Apprentice?**

There is always plenty of support there for you. If you ever have a question you can contact your trainer who is very approachable and is always more than happy to help and answer any questions you may have.

**How has the Apprenticeship learning supported your next steps, personally and professionally?**

The apprenticeship has provided me with more overall confidence personally and professionally. It has also provided me with many more skills and increased knowledge to be able to succeed in my next role as a store manager and has also increased my awareness around equality, diversity and inclusion within the workplace. This means I will be a more overall confident and self-aware manager that can add real value to my next job role.

**What advice would you give to individuals considering signing up for a Dove Nest Apprenticeship?**

Go for it. You will gain lots of confidence and upskill yourself on the apprenticeship and will also enjoy the process. The trainers are great and there is an abundance of support for you.

# Learner Case Study: James Cook , B&Q

## Level 3 Team Leader / Supervisor

**Summarise what completing this apprenticeship has meant for you, personally and professionally.**

The apprenticeship pushed me out of the comfort zone of my day to day job, and back to a place where I could take on new ideas. For the last few years my development has relied on being in the right place at the right time, to give me a chance to prove myself in front of my peers. The opportunity to instead develop a more formal understanding of theories of management, and to have experiences that put those theories into practice in the real world, prepared me to take the next steps in my development.

**What knowledge, skills and behaviours did you develop on programme?  
What can you do now that you couldn't do before your apprenticeship?**

Confidence. The programme has helped build confidence in myself and my capabilities. What I can see before was just part of my job, I can now see are key skills in the workplace, that have helped me to get where I am now.

Emotional Intelligence. Being able to better recognise how my own mood, and the mood of those around me could be helping or harming the team and working environment, and how best to influence that to achieve optimal outcomes.

Project management. Seeing the importance of formal project management tools and skills in the final project has helped me to improve my communication across my whole job, from project management to normal day to day tasks.

These KSBs have lead to me becoming a more well rounded team player, ready to take the next steps in my career progression.

**What was your proudest moment during the apprenticeship?**

Passing the final assessment. Prior to the course, I would not have been comfortable presenting in this way. The course gave me the chance to grow and develop my own skills, to a point where I could talk confidently about these new ideas. The support I received from Nichola really helped me to achieve this, by pushing me to think differently and work smarter over the whole apprenticeship.

**What did you enjoy most about being a Dove Nest Apprentice?**

The opportunity to learn! From theories to process (budgeting, management of projects etc), all of the topics covered were interesting and could be applied almost immediately back in the workplace.

The away days – it was great to see the cohort together, and to put the things we had learned in the classroom, into practice in a space where learnings could be developed further without the constraints of the workplace.

**What advice would you give to individuals considering signing up for a Dove Nest Apprenticeship?**

Not to worry about the course being too difficult to complete. The workload is manageable and there is enough support available if needed. With that in mind, the only thing required to complete the course is a willingness to commit to the work.



James Cook

**B&Q**

# Learner Case Study: Douglas Stuart, Safestore Level 3 Team Leader / Supervisor

## **Summarise what completing this apprenticeship has meant for you, personally and professionally.**

When I applied to be on this apprenticeship, I was also looking to be promoted to a store managers position from within the company I work for. Even though I knew the apprenticeship would help me be a better manager, I didn't fully understand at that time how much I would get out of it.

The course has helped me understand myself in terms of how I learn, how I lead others, being open and honest about my own areas of development and creating a plan to help myself grow. I now believe that due to the apprenticeship I have learned the skills needed to be a high performing manager, but most importantly I have grown as an individual and am now a better version of myself compared to when the course first started.

## **What did you enjoy most about being a Dove Nest Apprentice?**

I have not been in education for nearly 18 years and was originally worried that I would not be able to keep up with the work. What I liked about this apprenticeship is how it enabled me to learn in a way that didn't have to much of an impact on my personal life. Clear expectations and reasonable deadlines ensured that I could effectively manage my coursework.

## **What was your proudest moment during the apprenticeship?**

I wouldn't say that I have one moment, but I always enjoy seeing improvements that I have made to my workplace through what I have learned during the apprenticeship. When the store and team are performing well, it fills me with pride as I know that the time and effort has been all worthwhile.

## **What knowledge, skills and behaviours did you develop on programme? What can you do now that you couldn't do before your apprenticeship?**

I learned how I work as an individual, what my strengths and weaknesses were, and how my behaviour effected other. I have learned to develop high performing team through setting challenging goals, coaching, creating a positive working environment, and constructive feedback.

My biggest area of opportunity before the course began was to improve my time management. Previously, I had struggled to complete tasks on time. I feel that this is something I can now manage effectively though prioritising important and urgent tasks, delegation to others, and managing customers expectations.

I have also built confidence when speaking with others. Previously I would get nervous especially around those with authority. While the course did not cover confident speaking specifically, it did help me understand the value of self-development and the importance of making improvements through a personal development plan. Because of this, I was actively looking for opportunities to improve my confidence in speaking with others which I would have not previously attempted. This included presenting in front of teams and researching videos on the topic. Doing this has allowed me to confidently speak in front of others to a better standard.

# Learner Case Study: Douglas Stuart, Safestore Level 3 Team Leader / Supervisor

## **How has the apprenticeship learning supported your next steps, personally and professionally?**

I feel that my mentality has changed since I have been on the apprenticeship. When I started my journey, I believed I would learn everything that I needed to within the duration of the course. The great thing about the apprenticeship is that it has taught me the importance of continuous self-development. Because of that, I realised how short sighted my original opinion was. The apprenticeship has given me the tools and knowledge to be a great leader but if I was to stop now, I would be doing a disservice to my team, company, and myself. I now know that the journey is just beginning and completing the course is the equivalent of removing the training wheels from a bike. It is now my responsibility to ensure I am continuing to grow as a person and leader in the years to come.

In terms of my career, I have been promoted to the role of store manager in my company during the course which was my desired outcome. The next step for me will be mastering what I have learned during the apprenticeship, as well as adding to that skill set and maintaining a high performing team. Once I feel I have gained enough experience as a store manager, I will be looking for other opportunities to progress within my company.

In terms of my personal life, I feel that before I had started the apprenticeship that I was just spinning my wheels. The lessons that I learned about leadership in the workplace, I also integrate into my personal life. I try to continuously grow as an individual and am now actively looking to try new things. I am currently interested in creating content for YouTube and other social media and am at the start of building my channel. This is something that I am quite excited to do and would not have previously attempted before the apprenticeship. Thankfully I now have the confidence and ability to manage a big project like this effectively.

## **What did you enjoy most about being a Dove Nest Apprentice?**

Not to worry about the course being too difficult to complete. The workload is manageable and there is enough support available if needed. With that in mind, the only thing required to complete the course is a willingness to commit to the work.



# Learner Case Study: Kevin Elms, Southern Water

## Level 5 Operational/Departmental Manager

### **Summarise what completing this apprenticeship has meant for you, personally and professionally.**

Completing the apprenticeship was a huge achievement for me, working around my job role and organising my time. I feel proud of the achievement and has boosted me to continue my learning.

### **What knowledge, skills and behaviours did you develop on programme? What can you do now that you couldn't do before your apprenticeship?**

I am much more confident managing a range of different scenarios. I have proven to myself and others that I am able to effectively manage my time and prioritise my workload. Some of the key elements which I have taken from the course is how to manage meetings effectively and how to communicate with people to get the best out of them through body language and active listening.

I have also learnt new skills in managing projects ensuring I am capturing all of the relevant data within the projects I am running and will be running in the future.

### **What was your proudest moment during the apprenticeship so far?**

My proudest moment on the course was completing the operational management modules. This was due to me changing my roles at the time of the assignments and having to organise my time effectively to enable me to complete them on time. This was a very busy time at work for me so to achieve this gave me a huge sense of pride.

### **What did you enjoy most about being a Dove Nest Apprentice?**

It was easy to track my progress through the Bud system and help was always there when I needed it throughout the apprenticeship. The cohort created a messenger group which also helped with support and guidance from others who were at the same stage as I was.

The module days helped me learn through carrying out presentations on the learning points which helped me gain an understanding of why the learning aspect were important. By doing this I was able to complete my assignments to a good standard.

### **How has the Apprenticeship learning supported your next steps, personally and professionally?**

The apprenticeship has boosted my confidence to carry on learning and progress further in my career. I have not enrolled in courses to expand on my knowledge and experience to assist with progression and know from what I have achieved on this course that I can do it.

### **What advice would you give to individuals considering signing up for a Dove Nest Apprenticeship?**

The main advice I would give is to pre plan the assignments and learning in your diary to ensure you leave more than enough time to submit them on time. Focus on prioritising your workload and be open and honest to your employer about the time you need.

# Learner Case Study: Hannah Keys, Leicester City Council

## Level 5 Operational/Departmental Manager

### **Summarise what completing this apprenticeship has meant for you, personally and professionally.**

Completing this apprenticeship has enabled me to develop my confidence in the workplace, whilst also helping me to recognise and reflect upon the skills and experience I have gained through my role. I feel this qualification is a unique experience as it has pushed me beyond my comfort zone, experiencing situations more than I would have done previously. It has helped me prepare for further career development, and have a better understanding of the importance of being a supportive and effective leader.

### **What knowledge, skills and behaviours did you develop on programme? What can you do now that you couldn't do before your apprenticeship?**

I learnt several new skills during my apprenticeship which I will be able to apply to all my future roles. Some skills and behaviours which really stand out include learning how to provide effective feedback to staff, and also increasing my self-awareness and emotional intelligence. This is a skill which that I have found really useful to do on a daily basis- not only in my professional life but also in my personal relationships.

### **What was your proudest moment during the apprenticeship so far?**

I think that my proudest moment would be achieving a distinction for my apprenticeship – it was an unexpected but I was really proud to have achieved this, particularly with the challenges faced by covid-19.



Leicester  
City Council

### **What did you enjoy most about being a Dove Nest Apprentice?**

I always love learning so really enjoyed the group workshop sessions that took place throughout the course; in particular the practical activities were really fun. I also really enjoyed working alongside my cohort and tutor Andy, and learning from their experiences feeling very supported throughout the programme. Due to the pandemic we all worked together for a lot longer than expected, but the positive of this was that we were able to form good friendships within the group and with our tutor Andy.

### **How has the Apprenticeship learning supported your next steps, personally and professionally?**

The apprenticeship learning has enabled me to feel confident in recognising job opportunities that can enable me to progress up my career ladder, and also strengthened my CV and PDP whilst recognising my commitment to continue to develop in the workplace. The apprenticeship learning also required good time management (I tried to be good at this most of the time!) whilst also prioritising tasks – a skill which I recognise is important in my personal and professional life. It also helped me to understand that you never stop learning, and there are always opportunities to improve and build upon your skill set.

### **What advice would you give to individuals considering signing up for a Dove Nest Apprenticeship?**

Just go for it! Understand and recognise all the skills, knowledge and behaviours that you use on a day-to-day basis and build upon these by opening yourself to new situations and experiences. Always find opportunities to continue learning yourself, and learn from others, in the workplace!



# Learner Case Study: Samuel Taylor , Leicester City Council

## Level 5 Operational/Departmental Manager

### **Summarise what completing this apprenticeship has meant for you, personally and professionally.**

I think completing the apprenticeship during Covid and amidst embarking on two new job roles in that process fills me with a great sense of achievement. It wasn't easy and we lost others from our group along the way which can then have an impact on the rest of the group. However, I feel from the ones that finished it, we built up a great sense of togetherness and we all still keep in touch socially now, so it's been great to build up those connections.

It has definitely helped with my journey as a leader within the business and has given me confidence to know that I can deliver at a higher level than I was at when I first started the apprenticeship.

### **What knowledge, skills and behaviours did you develop on programme? What can you do now that you couldn't do before your apprenticeship?**

I feel that my communicative skills have grown massively during the apprenticeship as a result of the peer-to-peer learning. I have always been confident in my personal ability, but my weakness has always been how I can showcase that in a public environment. Doing the apprenticeship and in particular some of the group sessions really helped me gain the confidence to be able to convey my messages to wider audiences.

I feel that I now look at things differently and fully assess all options available to me before making decisions. I utilise things like PESTLE to help inform better decisions as I am looking from a much broader angle.

### **What was your proudest moment during the apprenticeship so far?**

I think gaining a distinction with the challenges outlined above was a great achievement. Although, on a personal level, gaining my Head of Service job this year and developing others to also progress is a far greater achievement; the apprenticeship has definitely contributed to this success.

### **What did you enjoy most about being a Dove Nest Apprentice?**

I think the group sessions were by far the best part, they really brought everyone together and allowed us to learn things from each other that cannot be taught by reading books.

### **How has the Apprenticeship learning supported your next steps, personally and professionally?**

Yes, as above in regard to professionally. Additionally, I also feel that my emotional intelligence has really developed and this helps from a personal perspective with building relationships and even parenting to some extent.

### **What advice would you give to individuals considering signing up for a Dove Nest Apprenticeship?**

Firstly, work hard, what you put in is what you will take out of it. Secondly, do not neglect the CPD log as it's a nightmare trying to recall on 18 months of development activities!





