



Learner testimonial

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Amy-Louise McCoy-Hurst, a Business Development Executive at Inside Marketing is currently studying a Level 2 Customer Service Practitioner Apprenticeship with Paragon Skills.

What were your reasons for doing the apprenticeship?

I had never worked in a customer service environment and wanted to develop my skills in dealing with different customers.

How is the apprenticeship benefiting you in your day to day job?

Paragon gave me the tools to begin learning many different skills required to work in such a role as well as teaching a wide array of adaptable skills for other jobs too. I have learnt things that will help me with my personal and professional growth.

What has the support been like from your Personal Tutor?

Ann was fantastic in helping me build my confidence and really made me believe in myself. She gave me reassurance and made me believe in myself. Ann was brilliant at simplifying and wording things so that it just made sense.

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paragon skills



Learner name

Amy-Louise McCoy-Hurst



Programme

Customer Service Practitioner (Level 2)



Employer

Inside Marketing



Location

Liverpool



Job title

Business Development Executive

Supported by
National
Apprenticeship
Service





inside

What has the support been like from your employer and manager?

I would definitely say that as a learner I prefer to manage my own time as this is what works well for me. I was so lucky to be trusted to take ownership of how I wanted to learn and had a lot of support and encouragement from my management who understood my methods. I had constant reassurance that if I need anything, I would only have to ask.

How do you manage the apprenticeship around your job?

Figuring out a routine that worked well for me was quite easy as part of my training was all around the best hours to get in contact with people. The business was more than happy for me to take as much time as I need out of these hours so it was extremely manageable.

Roughly how much time do you dedicate per week to the apprenticeship?

I found that the 20% time out of my working hours was more than enough to dedicate to my apprentice work. Therefore, I found that just few hours worked well for me. However, I was lucky to work in a tight knit group and could use a lot of the hours to shadow my colleagues and learn.

How has Bud helped you?

Bud was fantastic at preparing me for my EPA and I felt so confident when it came to do it as I knew I had hit all the criteria in my previous Bud tasks. It was just a matter of going back over the work and the layout of Bud made this simple to do.

What has been your biggest success so far?

My biggest success so far has definitely been being offered a permanent contract at the end of my apprenticeship, it is amazing knowing that I made the right impression over the 12 months.

What's your top tip to other learners during this time?

My biggest tip to other learners would be to go into detail where you can and always go above and beyond with your work. When it came to my EPA, having a detailed portfolio saved me so much time and I was felt fully prepped when I saw the criteria.