



Learner testimonial



Learner name
Lynda Hayward

Programme
Operational/Departmental Manager (Level 5)

Employer
South Cambridgeshire Council

Location
Cambourne

Job title
Assistant Benefits Manager

Lynda Hayward, a Assistant Benefits Manager at South Cambridgeshire Council is currently studying a Level 5 Operational/Departmental Manager Apprenticeship with Paragon Skills. In the words of her Personal Tutor, Yolande Fourie.

What were the learner’s reasons for doing the apprenticeship?

To gain more formal Leadership and Management training to develop skills, knowledge and behaviours to move into a senior leadership or management role within her department.

How is the apprenticeship benefiting the learner in their day-to-day job?

Lynda has gained a lot of confidence in terms of holistically including formal leadership and management theories in bottoms-up communication. It has allowed her to improve her people’s skills as she now focuses on her own emotional intelligence and self-awareness which allows her to focus on her social environment and management of her team. It has also allowed her to focus more on her personal development and is using every opportunity in developing herself in her career pathway.

What areas has the learner struggled with?

At first she was unsure how to implement what she is learning in her job role, but took it upon herself to take full ownership and practice particular areas of people management to implement what she has learnt.

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What areas has the learner excelled in?

Lynda's written assignments is of an exceptional standard and she is very good in implementing what she has learnt to show real impact within individuals in her team.

What areas has the learner made the biggest improvement or had the biggest success?

Lynda is now part of the senior coaching team of South Cambridgeshire council and is part of her department's senior leadership team.

How have they coped during lockdown?

Although Lynda had to be agile in transitioning her own team into remote working, she did this with strategic planning and ensure that laptops, chair and the necessary equipment was delivered to her team within the first week of lockdown in March. She used this as part of her apprenticeship to demonstrate how she manages people and she was managing herself in an excellent way as well by staying focused and through intra personal reflection daily.

What are you most proud of about this learner?

The confidence Lynda has started to portray since Month 3 and the fact that she is extremely diligent in her work and the standard she delivers. She is a true transformational leader and always seeks opportunities to develop others into leaders. She is extremely focused and strategic in her planning, which helps her to cope well.