



Learner testimonial

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-  **Learner name**
Nicole Stimson
-  **Programme**
Team Leader/Supervisor (Level 3)
-  **Employer**
South Cambridgeshire Council
-  **Location**
Cambourne
-  **Job title**
Website Content Officer

Nicole Stimson, a Website Content Officer at South Cambridgeshire Council is currently studying a Level 3 Team Leader/Supervisor 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 confidence and knowledge of management processes and developing herself in her own job role with the possibility of moving into a more senior management role.

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

Nicole has pro actively used some of the models and theories within her job role to demonstrate a change process which has now benefited her entire team's work-life balance. She also takes full ownership of her apprenticeship and drives it forward in terms of always seeking opportunities to use this within her team. Within the first two weeks, she was completing some assessments we did on our first workshop with her entire team to determine their development needs.

What areas has the learner struggled with?

She is working in an extremely busy department of the Council and they are responsible for all communication externally and internally. During Covid-19, this was a real struggle as they were managing this on their own and Nicole found it extremely hard not to be able to dedicate 100% to her apprenticeship work. Her quality of work product evidence was of such an extent though that we were able to keep her as close as possible to her targeted progress.

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What areas has the learner excelled in?

The way she is managing her team in taking full ownership for them. She is very divergent in her thinking and the apprenticeship provides her with the tools she needs to drive her team forward in a very difficult time.

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

Being able to bring a work-life balance back into her team's personal life by structuring their work according to the Eisenhower matrix and incorporating shorter huddles on a daily basis to manage them during Covid-19.

How have they coped during lockdown?

Nicole was extremely focused on her job role and colleagues and not once did she reflect any anxiety during Covid-19. She is an extremely strong manager and has incorporated excellent practices to help her team cope.

What are you most proud of about this learner?

Just the way Nicole is using every aspect of the apprenticeship within her job role and the way she is thinking strategically to help her team cope. Most of these things are not her responsibility, but she has an inner leadership characteristic in her that is going to bring her very far in her professional career. She is also a highly professional career-orientated person.