



Learner testimonial

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Ivan Everett, a Business Support Officer at Tricuro is currently studying a Level 3 Team Leader/Supervisor Apprenticeship with Paragon Skills.

What were your reasons for doing the apprenticeship?

I wanted to undertake this apprenticeship primarily to improve my leadership and management skills, and to gain more confidence when managing a busy team and business support function. I really benefited from being able to undertake this apprenticeship during my day to day work, and being able to test, apply and develop my learning on the job with my team.

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

This apprenticeship has helped me to improve my skillset in a number of areas, including leadership, communication and building relationships. Exposure to, and the subsequent application of, the models and tools underpinning these learning areas have led to direct benefits for both myself and my team.

The apprenticeship has also prompted me to develop in areas that are less specific to my day to day job role, such as gaining an understanding of finance (including budgeting methods) and project management. These are very useful and transferable skills that I may not have had an opportunity to learn on the job, if not for this apprenticeship.

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-  **Learner name**
Ivan Everett
-  **Programme**
Team Leader/Supervisor (Level 3)
-  **Employer**
Tricuro Ltd
-  **Location**
Poole, Dorset
-  **Job title**
Business Support Officer



What has the support been like from your Personal Tutor?

I have to say that the support and guidance received from my personal tutor throughout this apprenticeship has been 10/10. They have been an excellent role model, helping me to identify and address any learning gaps, and always willing to provide constructive feedback.

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

My employer and line manager have been equally supportive, ensuring that I have had the required opportunities at work to learn, test and develop my skills.

How do you manage the apprenticeship around your job?

My employer has helped me to comfortably manage the apprenticeship around my job, through providing me with enough time to complete any work-based elements.

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

On average I spent 3-4 hours on this apprenticeship, per week, with about a third of this being work-time, and the remainder during my personal time.

How has Bud helped you?

Bud has been a very useful system to help me manage and track the work that has been set for me, to monitor my progress through the apprenticeship, and keep up to date on work deadlines, as agreed with my personal tutor. The 'skill scan' element of BUD has also helped me to self-reflect on my own progress, and has highlighted and guided me towards learning areas I need to focus on.

What has been your biggest success so far?

My biggest success so far has been drawing upon my learning to produce my apprenticeship project – a business continuity plan for my company's HQ operations. This is now being used as a best practice template for the companies 40+ services.

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

In collaboration with your personal tutor – divide the apprenticeship work into manageable, monthly chunks. This will help you stay on top of the work more easily, and in turn, have more time during the latter months of the apprenticeship to focus on the more time-consuming objectives – such as the completion of your project and revising for the assessments.