



Learner testimonial

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-  **Learner name**
Zoe Case
-  **Programme**
Business Administrator
(Level 3)
-  **Employer**
South Cambridgeshire
Council
-  **Location**
Cambourne
-  **Job title**
Housing Administrative
Apprentice

Zoe Case, a Housing Administrative Apprentice at South Cambridgeshire Council is currently studying a Level 3 Business Administrator Apprenticeship with Paragon Skills. In the words of her Personal Tutor, Yolande Fourie.

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

This is Zoe's first formal office job role and she wanted to start gaining knowledge, skills and a professional behaviour to proceed with an administrative career.

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

Zoe has settled well into her job role and is delivering work of a high standard. She has used every opportunity to incorporate the topics within her job role in order to get to know the administrative side of the Council and this is visible in her quality of work and also with a meeting with her line manager, who confirmed this.

What areas has the learner struggled with?

Covid-19 was a tough time and as she has completed most of her apprenticeship during this time, there was limited opportunity to shadow senior members of her team, so she has to rely on teams meetings remotely.

“ She has used every opportunity to incorporate the topics within her job role in order to get to know the administrative side of the Council. ”



What areas has the learner excelled in?

The way she is managing her work and job role in delivering work to a high standard and on time and always seeking further opportunities to develop.

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

Zoe is able to complete Professional Discussions to a high standard, even though she has not had a lot of experience in this. This also develops her communication styles which she is using in a professional way, both in writing and verbally.

How have they coped during lockdown?

Zoe is calm and collective and she ensured that she had daily contact with her line manager and team members to focus on her work and keep her busy. She has also been working on her apprenticeship and is about to complete.

What are you most proud of about this learner?

The fact that she was able to take ownership of her apprenticeship and her determination to do well in her work. She is also determined to be able to complete her EPA to the best possible standard and is very mature in approaching difficult situations.