



BETHANY

CUSTOMER SUCCESS CONSULTANT

Sales and Telesales Level 3 / Chartered
Manager Degree Level 6 Apprenticeship

MY LEVEL 3 APPRENTICESHIP ALLOWED ME TO PROGRESS AND MOVE ONTO A DEGREE APPRENTICESHIP

HOW HAS THE TRAINING HELPED TO BUILD YOUR SKILLS?

Throughout my apprenticeship I have developed a wide range of skills. I was able to develop skills on Excel and it has also helped me to develop my sales skills.

HOW HAS COVID-19 EFFECTED YOUR APPRENTICESHIP EXPERIENCE?

It has not affected my ability to complete the apprenticeship and the way I work. We had to adapt how it was delivered and how I completed the various aspects of the qualification, but this was an easy change.

HOW HAS YOUR APPRENTICESHIP HELPED YOU TO ADAPT AND GROW?

My apprenticeship has helped me to be confident within my role and adapt the skills I have learnt to how my job has changed with supporting other teams throughout the pandemic. I have also gained another qualification and moved on to the degree apprenticeship which will enable me to grow even further.

WHAT PROGRESSION OPPORTUNITIES DO YOU HAVE NOW BECAUSE OF YOUR APPRENTICESHIP TRAINING?

After my Level 3, Pearson have put me onto a Level 6 Chartered Management Degree Apprenticeship for the next 3 years. I have been recognised as a valuable member of the team and have been offered a role which involves me taking on a lot more responsibilities.

WOULD YOU CONSIDER RECOMMENDING APPRENTICESHIPS TO OTHERS?

I would definitely recommend apprenticeships and will always be a massive advocate for them. When I was at school there was such a pressure to go to university and it isn't the only route. I completed my A Levels and completing a Level 3 apprenticeship allowed me to learn so many practical skills that I didn't learn at A Level. I've now started my degree apprenticeship and in 3 years' time will have a degree, as well as 4 ½ years' experience in a role.

DO YOU HAVE ANY OTHER ADVICE TO SHARE?

Don't be afraid to take a step back before taking a step forward. Traditional school and university routes aren't for everyone even if you consider yourself academic. Many people think of apprenticeships as being for those wishing to be a plumber, electrician, or builder, this just isn't the case. I know apprentices who have completed Sales, Marketing and IT apprenticeships from Level 3 up to Level 7 (Masters). Yes, they are hard work, but they are so worth it.