



Elizabeth Cardwell has just completed a Customer Service Level 2 apprenticeship with the Apprenticeship and Development Centre at University Hospitals of Leicester NHS Trust (Leicester's Hospitals), where she also works.

ELIZABETH CARDWELL

CUSTOMER SERVICE LEVEL 2 APPRENTICESHIP

University Hospitals
of Leicester NHS Trust

"Doing an apprenticeship in my 40's was always going to push my boundaries of confidence and self-belief. However the skills I have picked up through study days and learning has made me stronger and resilient. Since results day I know that I can do anything I put my mind to, nothing is impossible with teamwork and positive mental attitude."

MANAGING PATIENT CARE

Elizabeth has just completed an apprenticeship and works as part of the non-medical admin team at University Hospitals of Leicester NHS Trust. She has been in her role for 18 years and understandably has a strong and longstanding relationship with many of the people who attend the hospital for medical care.

COMPLETING HER APPRENTICESHIP

The Apprenticeship and Development Centre at Leicester's Hospitals have been a great support to Elizabeth while she completed her apprenticeship studies.

"The Learning and Development team has been the absolute pinnacle of fantastic!" says Elizabeth. The team there adapted learning methods to suit her circumstances, were always contactable and she says they gave her the strength to know that, with their support, they would get to the end of the apprenticeship together. As an adult learner, Elizabeth has experienced a unique set of challenges.

FUTURE PLANS

Despite testing times, Elizabeth feels she has really developed in her practice. "I believe having to adapt to the pandemic has developed my interpersonal skills, such as flexibility in thinking and working patterns, as well as responding to unexpected situations" Elizabeth says.

Ultimately Elizabeth has come through this with one overwhelming emotion – pride. "I also felt at a crossroads as the apprenticeship had been such a journey for me one that included family, patients and colleagues through the experience."

She adds. "It has been almost 30 years since I left school and to go back to education was a huge step for me. Now my apprenticeship is complete I am left with a passion for learning and a thirst for knowledge". And what about her future plans? "I would like to move into a role in which I can provide the mentorship, coaching and support I have received from others" says Elizabeth.

"Even though I have completed my apprenticeship the Learning and Development team are still there to advise on next steps and give me wonderful career guidance and signposting".

With thanks to Elizabeth and the Apprenticeship team from Leicester's Hospitals.