

Our Apprentices – Middlesbrough Community Learning Laura Harrison



Business Administration Apprentice – Intermediate Level 2

Tell us a little bit about yourself: what made you choose an apprenticeship and why did you choose to achieve it through Middlesbrough Council/ Middlesbrough Community Learning?

I heard about the Middlesbrough Community Learning Apprenticeship programme from my friends who were currently with MCL doing their apprenticeship. I telephoned the training centre and they arranged for me to come in for an interview. I was successful and was given an apprenticeship in Business Administration. I was very happy to be given this opportunity and was told that my next step was to be interviewed within Middlesbrough Council where I would complete my practical training for my apprenticeship.

What's your role and what's a typical day like?

I am now currently undertaking my apprenticeship in Electoral Services in the Democratic Service section.

My day to day work involves handling all mail, dealing with members of the public via telephone, email and speaking to people who come into the reception area. I make sure the electoral registers are kept up to date and are accurate. I really like working in this section and I am always learning something new.

What positive impacts has your apprenticeship had on you personally?

I have gained confidence in myself when dealing with members of the public. I feel that I am able to help and answer enquiries with confidence. I have gained a better understanding of what is required regarding team work and supporting my colleagues. I have also helped buddy/mentor new apprentices who have come into my section.

What's in store for your future self?

I am on track to achieve the Intermediate Level 2 Apprenticeship and would like to be considered for progression onto the Advanced Level 3 Apprenticeship. Hopefully the training in the workplace will give me the tools I required for full time employment with Middlesbrough Council or another local employer.

What would you say to anyone thinking about applying for an apprenticeship at Middlesbrough Council/ Middlesbrough Community Learning?

I felt that the training team took into account where I would fit in and I really love working in the Electoral Services. I would recommend Middlesbrough Community Learning apprenticeship to others as I have had such a positive experience. I have been supported throughout my time here and feel that I will be successful in the future.