**Phil Jackson**

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|  | **Responses** |
| **Why Apprenticeship preferred choice** |  |
| **Types learning/training undertook** |  |
| **REFLECTIVE STATEMENT LEARNER** |  |
| **How helped towards future career goals?** |  |
| **Comments about Trainer** |  |
| **Anything we could have done better/improve?** |  |
| **REFLECTIVE STATEMENT TRAINER** |  |
| **Next Steps and IAG** |  |
| **Monitoring feedback** |  |

**MANDY KANG**

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| **NATHAN DAWSON (BA)** | **Responses** |
| **Why Apprenticeship preferred choice** | I was in need of getting my maths completed, I was also looking for the opportunity to gain more experience in a work environment. |
| **Types learning/training undertook** | I have undergone vast amounts of training so far both at Rowner and with the tasks set via Davidson Training.  At Rowner I have learnt to  Clinically Code, Dictate Medical Letters, Process PT registrations, Deductions (and more)  With Davidson Training I have now completed my maths course, learnt more about the business fundamentals and more |
| **REFLECTIVE STATEMENT LEARNER** | I have learnt a vast number of skills during my apprenticeship, I have gained lots of knowledge of the medical field (specifically primary care), I have learnt key skills for all jobs in the primary care sector such as; medical secretary skills, LOTS of admin skills and I have improved my telephone manner further.  I have learnt lots more about how businesses run and I find that this is an important thing for everyone to know. |
| **How helped towards future career goals?** | I am unsure on what I would like to do in the future, but I know what I've learnt so far has helped me gain experience of working and skills that I will use in the future. |
| **Comments about Trainer** | Mandeep has been a massive help with every step along the way, she has always been available when needed for help and always able to provide constructive criticism. She has helped me reflect on my role and what I've achieved. |
| **Anything we could have done better/improve?** | N/A |
| **REFLECTIVE STATEMENT TRAINER** | Nathan has been a brilliant learner, and has learnt a significant amount related to stakeholders, project management, how to plan meetings and most of all on and off the job training has allowed him to progress admin skills which he can add to his CV. He was already very good at taking on board constructive feedback and used this to better his learning. |
| **Next Steps and IAG** | We have discussed this at length however, Nathan is still undecided on his next steps, for the interim, he will stay working in an admin role within the NHS while he decides what path is best suite to him. |
| **Monitoring feedback** | ***Good survey, positive feedback.***  ***He does feel he will not be offered any type of promotion and will probably seek a new role in a related occupation***  ***It is not clear that he can see that his career prospects have improved and is unsure what he wants to do next. This has been discussed with Mandy and he will remain in the role in the NHS until he decides.***  ***He feels Mandeep has been a massive help with every step along the way, she has always been available when needed for help and always able to provide constructive criticism. She has helped me reflect on my role and what I've achieved.*** |

**Chloe Gibbins**

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| **OLIVIA NEMBHARD (BA)** | **Responses** |
| **Why Apprenticeship preferred choice** | To get a qualification and expand my knowledge in the business world. It was my preferred choice because I can earn and learn at the same time. |
| **Types learning/training undertook** | 1v1 training sessions/In-person /Via teams |
| **REFLECTIVE STATEMENT LEARNER** | My confidence has grown massively whilst being here, has helped me speak up. My organisation skills and communication has improved as well as my attention to detail. |
| **How helped towards future career goals?** | It has given me the skills and the experience I need to progress in a HR role. |
| **Comments about Trainer** | My trainer’s name is Chloe Gibbins and she has supported me massively throughout the whole of my apprenticeship. She was understanding of my character when I first started and has seen me grow as an individual. She always giving me advice and feedback on my course work because not only was she my trainer, but she has grown to be someone I can comfortably talk to and feel confident in myself. She is the best trainer and has been very reassuring in everything I have chosen to do. |
| **Anything we could have done better/improve?** | There is nothing that I felt that could have needed improving. I have enjoyed every training session and it has definitely helped me expand my knowledge and give me a clear idea of what I would like to achieve in the future. |
| **REFLECTIVE STATEMENT TRAINER** | The whole experience has seen Olivia grow as a person, gain confidence in herself and her abilities, and reduce the self-doubt she had. She has developed key skills regarding organisation and attention to detail, communication and team work. She is also now able to create and understand business documents such as reports. |
| **Next Steps and IAG** | Olivia would like to move into a HR role going forward. They have a compliance department within her workplace, where she currently supports the manager with tasks from time to time. This may develop in the future. She has also been made aware of the HR course available. |
| **Monitoring feedback** | ***Very good exit review that demonstrates her commitment and yours and the skills she has developed.***  ***She states that her confidence has grown (I can vouch for that too as she was very nervous when she started). She feels that her organisational skills, attention to detail and communication skills have improved.***  ***She praises the support that you have given to her along with the advice and feedback. She says that you are the ‘best trainer’ 😊 and that there are no improvements needed.***  ***The course has given her a clear idea of what she wants to achieve in the future.*** |

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| **DESEAN PIERRE DWYER (RC)** | **Responses** |
| **Why Apprenticeship preferred choice** | I wanted to study whilst I was working and thought it would be a good option to get into the recruitment industry too. |
| **Types learning/training undertook** | I had to complete assignments which required learning in my own time as well as my tutor helping me |
| **REFLECTIVE STATEMENT LEARNER** | During my apprenticeship, I have learned the entire recruitment process, from sourcing candidates to placing them in roles. My skills in candidate screening, sourcing and using the crm have greatly improved. I've also developed strong communication and negotiation skills and gained a better understanding of legislation and best practices. |
| **How helped towards future career goals?** | This qualification has given me the confidence and skills to handle recruitment on my own. It's opened doors for career growth. The practical experience I've gained has helped shaped my career goals and plans. |
| **Comments about Trainer** | Chloe has been super supportive and knowledgeable. She gave clear instructions, and helpful feedback, and was always there to answer my questions. Her experience in the industry was obvious and very useful |
| **Anything we could have done better/improve?** | None identified |
| **REFLECTIVE STATEMENT TRAINER** | The training and experience has given Desean a good level of understanding of the recruitment industry as a whole, and he has developed key skills required to become a good consultant. Desean told the workplace he did not want to continue and therefore he was let go. He is actively seeking new employment within sales. |
| **Next Steps and IAG** | Desean is beginning his EPA now, which he will be provided support for. He is actively looking for a sales role and has had interviews. |
| **Monitoring feedback** | ***Very honest opinion and started the apprenticeship to branch out into the recruitment industry.***  ***I was a little concerned that he stated that he had to complete assignments in his own time (from knowing the employer, this would no have been the case).***  ***Said that he had not studied any enrichment for English and maths (I am thinking of rephrasing that questions).***  ***He did state that he has no support for EPA, however this survey was completed as he entered Gateway and support will be given.***  ***He is leaving Tempting and therefore he will not get internal promotion or complete any enrichment courses.***  ***It’s noted that is negative responses are all centred around his issues with his employer.***  ***Overall, he was very satisfied and strongly agrees that his career prospects have been enhanced and that the completion of the apprenticeship will allow him to progress within the sector and has opened doors for him. He is actively seeking a new role in a related occupation.***  ***Feels his trainer has been super supportive, gave clear instructions and helpful feedback and was always on hand to answer any questions.***  ***Well done Chloe 😊***  ***Desean is actively looking for a role in recruitment with a different employer*** |

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| **MILLE ROSE MARKLEY (BA)** | **Responses** |
| **Why Apprenticeship preferred choice** | I wanted to do an apprenticeship so i could work and learn at the same time, it was my preferred choice |
| **Types learning/training undertook** | Online learning, calls with my trainer, quizzes and coursework |
| **REFLECTIVE STATEMENT LEARNER** | I am more aware of the laws and regulations of a business |
| **How helped towards future career goals?** | This wasn't very relevant to what I now want to do in the future, at the time it was |
| **Comments about Trainer** | Chloe is very helpful and lovely to work with :) |
| **Anything we could have done better/improve?** | No |
| **REFLECTIVE STATEMENT TRAINER** | This course has helped Millie develop fundamental skills and knowledge she needs for her future career, although she does not want to remain in admin. |
| **Next Steps and IAG** | Millie has explored alterative career paths she wants to look into, and we have discussed career routes into certain industries such as accounting. |
| **Monitoring feedback** | ***Positive responses.***  ***Said that she had not studied any enrichment for English and maths (I am thinking of rephrasing that questions).***  ***She is fairly satisfied that she has increased her skills, however she is considering a different career path so feels that at the time the completion of the apprenticeship was relevant, but not now. However, I would tend to disagree as there are a lot of skills, she would have developed that would help in any career progression such as communication, regulations., legislation and behavioural skills. Maybe this is something that can be relayed to Millie so that she understands that whatever her career paths, the completion of the apprenticeship will bear some relevance.***  ***Without not knowing the apprentice on a personal level, her responses to some of the questions demonstrate that she lacks confidence. For example, she neither agrees or disagrees that she is better at her job and most of her answers in the section regarding the impact the apprenticeship has had on progression and career prospects are answered ‘Tend to agree’.***  ***However, she is extremely satisfied and happy with her trainer.***  ***Good to see that alternative career routes have been discussed.***  ***Discussed with Chloe and Millie is not happy to stay at Invictus and is looking to progress to recruitment or HR. Chloe has arranged an interview at Tempting Recruitment*** |

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| **ANNIE ROSE KINNAIRD (RR)** | **RESPONSES** |
| **Why Apprenticeship preferred choice** | had in interest in recruitment |
| **Types learning/training undertook** | one to one training with Chloe |
| **REFLECTIVE STATEMENT LEARNER** | Ive gained knowledge and skills |
| **How helped towards future career goals?** | helped with experience and knowledge |
| **Comments about Trainer** | Chloe is amazing |
| **Anything we could have done better/improve?** | No |
| **REFLECTIVE STATEMENT TRAINER** | Annie has developed recruitment and admin knowledge and skills. She has really improved her communication, confidence, attention to detail, and organisational skills. She has a good eye for identifying candidates that match job vacancies. This course has helped her kick start her recruitment career. |
| **Next Steps and IAG** | Annie is considering working in events, however is unsure. We have explored different roles within the events industry and career paths it can lead to. Skills gained such as planning and organisation, communication etc will support her down this career path. |
| **Monitoring feedback** | ***Good response although vague in parts. I think se rushed it if I am honest and did not think about it enough.***  ***Very satisfied throughout.***  ***She does neither agree nor disagree that she feels more secure in her job, however she is looking from the survey to stay there if given the opportunity. I guess that’s why she gave that answer as she may not know at the moment if they are keeping her on.***  ***Chloe she thinks you are amazing 😊*** |

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