

Apprenticeship case study: Alice Hoskins (Business Support)

Hi, my name is Alice Hoskins and as I write this I'm in my last month of an apprenticeship with the council. It's been an experience that has really changed me and my ambitions.

Before I came here, I was attending York College to complete my A-Levels. At the time I didn't know what I wanted to do in the future and about half way through the year I decided to leave college and start looking for work. I got a job as a full time waitress but I was considering my options for a career path - I was still very unsure of where I wanted to go. I got some careers advice and that's when I heard about the opportunity to be an apprentice. I saw this job on the National Apprenticeship Service website and came in to find out a bit more about it before I applied, as it was all new to me.

Over the past year I have been working in the Business Support team for Children's Services. I work alongside the Fostering, Adoption and Social Services teams completing administrative tasks. My experience as an apprentice has been brilliant, I feel a lot more confident in myself and my work as well as becoming more mature and motivated about my future. Along with improving skills I already had, I have developed lots of new skills while doing my apprenticeship - minute taking, processing payments, communicating with external customers, inputting data onto our database, dealing with confidential information etc.

Over the past year I have worked as part of an amazing team, made friends and grown as a person, and, best of all, it has given me the opportunity to find the right career path for me – inspired by the work of the team I am hoping to be doing my Social Work Degree at University next year. I have thoroughly enjoyed my time here and I can't wait to see what the future holds.

*Alice was one of the 700 apprentices eligible to graduate in the **York Apprenticeship Graduation & Awards Ceremony 2016** at the Royal York Hotel – well done Alice!*