



Case Study – Apprenticeship – Lydia P

Office administrator - Veritech Systems Ltd

Background Veritech Systems Ltd provides various types of security from guards to CCTV, the apprenticeship was designed for an office administrator and to eventually take on the management of our Quality Management System, this was an office based directive, but opportunities were given to visit sites to understand the ergonomics of the business operations.

Intended outcome(s) The objectives were to give a good understanding of the security industry. Learn and develop trade skills within our industry, attend suitable training classes, understanding and adhering to Health and Safety regulations, complete training assignments and to follow Company Processes. Lydia worked with a team to handle various tasks, she was responsible for typing up board meeting documents, putting financial information together in spreadsheets, sending the daily post, negotiating with customers, managing projects or coordinating events.

The challenge The challenge was to ensure Lydia had enough variation in her day to day activities to keep she interested in her role. It was important to us to ensure she faces challenges to overcome and to Identify where she needs further training and assistance.

The digital advantage The advantage of digital world gave Lydia the tools to be able to chase, inform, communicate and report internally and externally without delay.

Key points for effective practice We found the key elements of effective practice / training were make a business case, develop objectives and learning outcomes, develop content and instructional design, access internal and external resources, develop education and training materials and to transfer knowledge, skills and abilities.

Conclusions and recommendations The key skills that Lydia learned was; quality management, excellent communication skills, problem-solving, negotiation, strategic thinking, organisation skills, good team working skills, saying no and resilience.