



Gemma Scott
Level 2 Customer Service
Practitioner Apprentice
Central Bedfordshire Council

WHY DID YOU CHOOSE AN APPRENTICESHIP?

I learn better hands-on, so this seemed like a better option than going to college. I previously studied Childcare at college, so it was a bit of change to begin with, but I got plenty of support from my team to help the transition. It was also helpful starting at the same time as another apprentice.

HAS THE PANDEMIC CHANGED THE WAY YOU WORK?

Covid affected my confidence a lot, I was just starting to feel more confident when it hit and then had to work from home, but I gained lots of support to help me continue to learn and develop. I also had some support from the emotional well-being team which helped to keep me on track.

WHAT DO YOU ENJOY THE MOST ABOUT BEING AN APPRENTICE?

I have loved my apprenticeship. I liked that it has been people-focused as this is what I enjoy most. I have liked working with the young people in the children and care council, having regular contact with them and seeing a difference. I have gained a lot more confidence, when I first started, I was nervous about answering the phone, and now I don't think twice about this.

WHAT ARE YOUR PLANS AFTER FINISHING YOUR APPRENTICESHIP?

I didn't ever think I would get this far; I feel really happy to know that I have secured a role with recruitment, the apprenticeship has made me more independent and improved my confidence, I now feel like an adult. I would definitely recommend doing an apprenticeship to others.

GEMMA'S MANAGER SAYS:

Gemma has grown in all areas since beginning her apprenticeship and had undertaken tasks and challenges which would have seemed insurmountable a year ago! We are very pleased that Gemma has secured employment within CBC and know that Gemma now has a solid foundation of skills and experience to build on.