

Apprentice Case Study

Apprentice Name: Stephanie O’Keeffe

School: Conyers School Yarm

Age: 19

Employer: Pensions Unit, Mouchel



Middlesbrough Community Learning Training Centre

Framework: Business and Administration Diploma Level 2

“After leaving Conyers School, I continued my education by attending college, believing that this route, followed by university, was the one I wanted to pursue.”

“After studying at college for one year, I realised that the ‘classroom education’ route really wasn’t the one I wanted to continue, as I didn’t feel that I was learning the best that I could in this environment.”

“Wanting to move into a role where I could learn whilst working, I heard about the Middlesbrough Community Learning Training Centre’s Business and Administration apprenticeship through a relative and was successful with my application.”

“Starting the apprenticeship, I gained my practical experience in Criminal Justice Unit at Cleveland Police, once completing my apprenticeship I was offered a full time position in the Mouchel Pensions Unit.”

“The Middlesbrough Community Learning Training Centre provided me with a range of new skills and opportunities, as well as the confidence to pursue routes I wouldn’t have previously followed.”

“I have recently been successful in my application to start an Access Course in Social Sciences and Humanities, and whilst this is not directly related to the qualifications I received from the Middlesbrough Community Learning Training Centre, I strongly believe the skills and experienced I gained whilst completing my apprenticeship will help me immensely in my new career path.”

Apprentice Case Study

Apprentice Name: Stephanie O’Keeffe

School: Conyers School Yarm

Age: 25

Employer: Apollo Teaching Services and Vision for Education



Middlesbrough Community Learning Training Centre

Framework: Business and Administration Diploma Level 2

“Upon completing my training and achieving my Business and Administration Level 2 NVQ I continued my studies whilst working in a full time role within the Mouchel Pensions Unit. I attended college and achieved a qualification in Access to Social Sciences and Humanities. I found the skills I had achieved whilst completing my training and working in a busy, competitive office position for two years had prepared me to further my education and to work successfully and confidently with others.”

“Once I had gained the valued experience from the Pensions Unit I continued my career development by attending Teesside University to achieve a BA (Hons) Degree in Early Childhood Studies. I volunteered in a local primary school whilst working part time through my studies. During my time volunteering I found a number of the skills used in an office environment were transferable to a classroom setting. Working with children I found I was able to use my interpersonal and communication skills successfully.”

“I was able to build confidence in myself and in my ambitions thanks to the help and assistance I received from the Training Centre. They always encouraged and helped me to further my profession. I am still in regular contact with the staff in the Training Centre and they have always been enthusiastic and hopeful for my path.”

“Once I had completed my degree at Teesside I started studying at Northumbria University to become a Primary School Teacher. I am now fully qualified and I have worked in a number of settings and environments around Teesside, Newcastle, Durham and Northumbria. It is thanks to my apprenticeship I was able to realise and strive to the profession I wanted.