

Title: **Case Study
Business Administration & Finance
in Gloucestershire**

Vicki Haines is an administration support officer with Gloucester City Council after joining as an apprentice at 16.

She now works in the council's Property and Markets department, where her responsibilities have included a role in running Christmas events for Gloucester, helping to arrange the city's markets and maintaining her department's web pages.

Occasionally she also supervises trainees and students on work experience.

Vicki, aged 20, left Newent School after taking GCSEs. She had aimed to do 'A' Levels, but on her first day in year 12 she decided that 'more school' was not for her.

She found out about Apprenticeships from the internet, but was worried that doing one would be just like school all over again.

But she needn't have worried – joining as an apprentice with Gloucester City Council allowed her to gain work experience in different council departments and while also gaining qualifications.

She found Gloucester City Council's in-house training very supportive, with one-to-one

mentoring. She was given time to focus on taking qualifications, plus training and travel allowances.

"Help was always available," she says. "I was treated like an employee and got loads of experience in the workplace"

Vicki took an NVQ (National Vocational Diploma) at Level 2 in Business Administration, as well as a technical certificate examination in Administration. And all trainees at Gloucester City Council take the ECDL (European Computer Driving Licence) qualification.

She quickly moved on to a Level 3 Apprenticeship, and then progressed to take NVQ Level 4 in Business Administration. Now she has a permanent job with the council.

"Although I'm an Administrative Support Officer, I have had the opportunity to get involved in a much wider range of work which has taught me a great deal," she says.

Vicki now hopes to take a home study degree in travel and tourism. "I feel by taking on this qualification, I could widen my opportunities to get a job directly involved in this area of work."