

Title: **Case Study**
Business Administration & Finance
in the West of England

Kelly Huggins took an apprenticeship route after leaving school at 16 to train with the highways department of her local council.

She now works full time as a parking services technician with Bath & North East Somerset Council. As well as day to day office administration work, her role includes working on applications for disabled parking bays and 'keep-clear' markings outside peoples' houses.

The job takes her out of the office two or three times a week to help members of the public with their applications.

Kelly, aged 21, left Oldfield School in Bath with nine GCSEs and went on to take a year-long BTEC First Diploma in Travel and Tourism at City of Bath College.

Unsure of which direction to take next, she went to see an advisor at Connexions West of England who put her in touch with Bath Training Services – the training arm of Bath & North East Somerset Council.

She was taken on as an apprentice in the council's Highway Maintenance Department, where she took an NVQ (National Vocational Qualification) Level 2 in Business Administration.

Kelly missed four months of her training for personal reasons and nearly dropped out. But she says the support she received from her manager helped her stay the course and achieve her qualification.

What she particularly liked about the apprenticeship was that training on the job allowed her to quickly put the theory she learned into practice. She also received a weekly training allowance of £80 a week plus travel expenses.

Now working full time with the council's Parking Services Department, Kelly believes she is in a very good position to move on in her career.

"It's really good working for the authority," she says. "It's better paid than most jobs and there are lots of training opportunities."