

Apprentice Case Study

LINDSAY CARR

LEVEL 5 BUSINESS MANAGEMENT APPRENTICE
EMPLOYED BY M&R PLUMBING & HEATING
LIMITED

“ I WON THIS YEAR’S RISING STAR AWARD IN BUSINESS MANAGEMENT WITH ALLIANCE LEARNING. ”



I decided to undertake an Apprenticeship, due to wanting to work full-time and still be a mum to my young daughter.

Before starting my Apprenticeship, I was working for M&R Plumbing & Heating as an Office Administrator.

Previously, I was working in hospitality, which I enjoyed, but I wanted to find a career path and gain qualifications that I would have for life. I discovered Alliance Learning about 3 months after I started working for M&R. I felt by undertaking an Apprenticeship, I would better my chances to progress in my role and advance within my career aspirations.

My confidence has grown hugely since starting my Apprenticeship. I gained a Distinction in my Level 3 Business Administration Apprenticeship and I am now on target for gaining another Distinction in my Level 5 Operations Departmental Manager Apprenticeship.

Since starting my Administration Apprenticeship, I have gained lots of transferrable skills such as communication and listening. I am now able to communicate with stakeholders at all levels. I can also manage and lead a team effectively and understand that a team needs to feel valued and that sometimes conflicts can happen, and that not all conflicts are bad when managed correctly.

Within my role at M&R, I manage a team, ensuring that Engineers have all the equipment needed to carry out their jobs. I liaise with all internal and external stakeholders, making sure engagement is there and the correct information is being fed back and forth in the correct way. Alongside this, I am also the PA to the Managing Director.

My Management Tutor Anne Eshborn has gone above and beyond, making me realise my potential, and has also recently nominated me for a National Award. My goal is to pass my Level 5 Operations Departmental Manager Apprenticeship with a Distinction and move on to Level 7 Strategic Management & Leadership. I have aspirations of progressing further within my career and enhancing my knowledge further within Business Management. I would love to be able to help other Apprentices advance in their careers, such as possibly becoming an Assessor.

Since starting with Alliance Learning, I have had so much support. I struggled to finish my Apprenticeship during the lockdown but my Administration Tutor Stacie kept in regular contact with me. Her guidance allowed me to get my work done and pass with a Distinction - gaining the highest Alliance Learning score so far for my end-point assessment.