

Learner Case Study

Business Services including the Finance Sector, Logistics and Retail

Ann's Story

In 2006, Ann accepted an invitation from Kirklees Primary Care Trust (PCT) offering employees an opportunity to gain nationally recognised vocational qualifications in the workplace. In partnership with the PCT, Dewsbury College deliver a flexible training programme in house allowing access to all.

An experienced secretary, Ann had undertaken a range of in house training courses but had no formal qualification to recognise she was good at what she did. Ann initially found it difficult to get her head round the NVQ process but with support, in her own words 'it clicked'. Ann kept focused on her studies despite additional pressures resulting from restructuring of the newly merged PCT. Ann's post was at risk and she applied for a position at the Eddercliffe Centre. She balanced the challenges of her new role alongside her studies and successfully completed the NVQ Business & Administration Level 3 in summer 2007.

Ann's new responsibilities have exceeded all expectations. Of particular note is the development of a new computerised data capture system, introduction of an admin support group and, in recent months, Ann's transformation of both the physical resources and admin systems for the community staff at Fartown Health Centre to improve the efficiency of the service.

Inspired by her recent achievements and desire to undertake further study, Ann has registered for the PCT's Traineeship Programme and is working towards NVQ Business Administration Level 4.

In June 2008, Ann won an award in her category at the West Yorkshire Adult Work-Based Learner Awards organised by the West Yorkshire Lifelong Learning Network.