

Learner Case Study

Business Services including the Finance Sector, Logistics and Retails

Cilla's Story

Cilla obtained a BA (Hons) in Business Studies last year at Bradford College, subsequent to 6 years part-time study, commencing with an NVQ, then a Diploma in Business Administration. This has been combined with the demands of her role as an administrator, in the Division of Physiotherapy and Occupational Therapy, at the University of Bradford.

Cilla has also met the demands of a busy family life and during her studies, has continued to be an active member of her local community, frequently raising funds for a range of charities. Cilla has drawn on the knowledge and experience she has gathered during her studies, in relation to finance, IT systems and organisation and developed clear systems for all aspects of divisional administration supporting programme delivery. This includes recruitment, assessment and divisional organisation.

Cilla has provided strong leadership and direction for the administrative team, and is always quick to recognise, value and acknowledge the contribution of others. She has clearly identified a strategy to maximise the contribution of all members of her team and identified clear roles and responsibilities. Consequently the academic team have a clear view, of the people and processes in administration that they need to engage with in relation to specific activities, across both undergraduate and postgraduate provision. Cilla's ability to study, work and manage all her other commitments has earned her the respect of her colleagues and all who know her.

In June 2009 Cilla won a learner award in the Business Services category at the West Yorkshire Adult Work-Based Learning Awards.