

Learner Case Study

Leadership, Management, Innovation and Enterprise

Sheila's Story

Sheila left school at 15 with no formal qualifications. She worked for 30 years in administration in various sectors (including insurance, trades unions, transport and engineering). She has worked for the University of Huddersfield since 1997 and joined the School in 2003 as the manager in charge of some administrative staff and of student records. With the extra responsibility, Sheila was the first member of staff at the university to study at HE level without any formal qualifications.

Sheila has inspired others to take the same qualification and has also continually looked for other formal and informal ways to develop herself, including management and computer training. She has developed in confidence, gained a wide knowledge of the sector and developed excellent communication and project management skills. Her development has helped her contribute to the effectiveness and efficiency of the School in many ways.

An example of this is a process she developed to automate complex data handling and production of a report which originally took over a week and now takes a few minutes. In management, she contributed to the School gaining excellent results in a recent external Quality of Working Life survey. She continually strives to find more efficient ways of working to enable staff to have a better work experience.

Her manager believes that Sheila embodies the rationale for work-based learning awards and thoroughly deserves recognition for her hard work and success.

In June 2009 Sheila won a Learner Award at the West Yorkshire Adult Work-Based Learning Awards.