

# Endless Possibilities

Walsall Council's  
Apprenticeship Programme

## DAY IN THE LIFE OF AN APPRENTICE

### CHRIS PALLATINA



**Apprentice Name:** Chris Pallatina

**Service Area:** Money, Home, Job

**Directorate:**  
Resources and Transformation

**Type of Apprenticeship:**  
Administrator

**Previous Qualifications:**  
BTEC ICT  
BTEC Animal Care  
GCSE Maths  
GCSE English

**What is your Job Title? Can you explain what you do on a day to day basis?** Administrative Support Officer Apprentice. I am a part of the Money, Home, Job customer services team. The team deals with all incoming post for the Money, Home, Job service. This includes Council Tax, Benefits, Welfare Rights, Free School Meals, Housing and Business

Rates. I am tasked with scanning these documents so that they are held on an electronic system. I also scan valuable documents that have to be safely sent back to the customers. These documents include Passports, National Insurance cards and payslips etc. Additionally I support and interact with customers that come into the civic centre first stop shop.

**What is the best thing about the Apprenticeship?** The best thing about the Apprenticeship is the multiple opportunities it provides. For example I have met the Mayor on a number of occasions and have also been to an evening meal that was hosted by the Mayor of Walsall. The Apprenticeship will put me into a fantastic position if permanent opportunities arise. The Apprenticeship also gives me the educational benefits to improve on my current qualifications. I also work for the biggest single employer in the Walsall borough. I work in a great team environment where all the staff are friendly and very helpful. I have a lot of support from managers which includes one to one discussions and monthly formal review meetings to help develop to the best of my potential.

**How does the Apprenticeship work- How do you cover the off job training element?** I cover the off job training by doing 20% of each week to complete any coursework

relating to my job role. I have also been able to complete a number of council run courses which count towards my off the job training. I have completed in excess of 40 courses provided and paid for by the Council. I have also dedicated Wednesdays to completing my course work and revisions for any exams I may have.

**Would you recommend Apprenticeships to others?** I would highly recommend apprenticeships to others as it has given me the opportunity to become financially independent and I am able to manage all of my finances without the need for benefits, additionally it has given me the confidence to move into my own tenancy. The apprenticeship has also given me a new circle of friends. I would highly recommend Apprenticeships to others wanting to gain experience and anyone wanting to gain employment and improve their qualifications.

**How did you find the Apprenticeship?** I did a period of work experience prior to the Apprenticeship, initially working a few days a week and then I was offered the apprenticeship programme after I had completed 6 months work experience. I was told about the Apprenticeship programme by one of the Black Country Impact advisors whilst I was on my 6 months work experience.