

## DAY IN THE LIFE OF AN APPRENTICE

### KATIE FIRKIN



**Apprentice Name:**  
Katie Firkin

**Service Area:**  
Walsall Wood School

**Directorate:**  
Schools

**Type of Apprenticeship:**  
Business Administration

**Previous Qualifications:**  
Maths – 5, English - 5, R.E – A\*,  
Geography - C, Science - C, ICT –  
Distinction, Business - Level 2 Merit,  
Health and Social - Distinction, PE - A\*

**School:**  
Pool Hayes Academy

**What is your job title? Can you explain what you do on a day to day basis?**

My job title was Business Administration Apprentice. In this role, I opened and distributed mail, received and sent emails with and without attachments, processed invoices, assisted with pupil attendance and did general office duties i.e. laminating and filing pupil records. The biggest part of my role was making and accepting phone calls, when doing this it was crucial I dealt with all enquiries fast and efficiently as I had to make sure the correct message got to the correct person. Confidentiality and professionalism was also a massive part of my role as I was the 'face' of the school and the first person visitors saw. It was my task to make all visitors feel welcomed and trusting of me so they felt able to speak to me about issues they had.

**How did you find out about the Apprenticeship Programme?**

After attending sixth form for only a few weeks I realised it wasn't for me and looked at the other career paths I could take to reach my dream career. I looked into an Apprenticeship and after seeing all the benefits I decided to apply for an Apprenticeship that was advertised on WM jobs. I was invited to the school for an interview and was offered the Apprenticeship.

**How does the Apprenticeship work and how do you cover the off job training element?**

During my Apprenticeship I covered this by doing practice exam papers which prepared me for my assessment.

I also attended training sessions hosted by Walsall Council and the school to enhance my knowledge further. I also shadowed the business manager and office manager which helped me learn more about the dynamics of the school office. I was allowed to complete some of my assignments at work which was also classed as off the job training.

**What is the best thing about the Apprenticeship?**

The best thing about my Apprenticeship was being able to build relationships with all the colleagues at Walsall Wood and have such a friendly and welcoming team which helped me settle in and find my feet. I also loved the fact I had real-life experiences and was occasionally faced with real challenges where in a college or university environment you have to picture yourself in the scenarios. My Apprenticeship gave me the opportunity to learn on the job and experience what the job is actually like giving me the skills I needed for when I qualified.

**Would you recommend Apprenticeships to others?**

I would definitely recommend an Apprenticeship as it is more hands on and practical. It has also given me a start in life as when I qualified I was appointed to a full time post and have now started my career as a school administrator. I have gained many skills from this experience and think this was an amazing opportunity.