



Name: Gemma Long

Job role: Health Records Clerk  
and receptionist

Apprenticeship: Level 3 Business  
Administration Apprenticeship

Completed: May 2017

**How did you get into your current career?**

I started my career in administration shortly after finishing my A-levels. I got a job as an administrator for a large care home called Askham Village Community situated in the fens. Askham consisted of four different homes on the same site.

I worked at Askham as the main admin support for roughly two and half years, in which I helped to maintain staff and residents files and also dealt with training, recruitment and general admin queries. Although I did not have any specific admin training, I was able to gain many skills in administration and communication.

What attracted me to a career as an administrator and particularly one in the health industry was the idea that I could support people in an administrative and social way. I like the organisation of the job and communicating with different people.

I wanted to further my career as an administrator within the health industry and when I saw a job advertise at Papworth, I applied straight away. What appealed to me about the job I am in now was the fact that I would work as a team providing the main admin support for the whole hospital. I also liked the idea of having a more physically demanding job, as I found sitting at a computer to be very tiring sometimes. The fact that Papworth is an incredibly popular hospital also appealed to me, as I would be working in a very renowned hospital and working as part of the NHS.

**Why did you decide to sign up for an apprenticeship?**

Before I left Askham I decided to do an NVQ in business administration which I then transferred to Papworth. I wanted to further my skills in administration and to complete a qualification that supports my job role. I really enjoyed researching certain aspects of administration that I didn't know, such as business and marketing. I was also able to further my skills in ICT, in which I scored 94% on my test.

I also enjoyed the fact that you could complete the NVQ either through typing or speaking verbally using the Dictaphone. My assessor would observe me partaking in certain tasks and record it. Everything was done online, therefore it was easier to upload work, have it monitored/checked and ensure that nothing would go missing. I also liked the fact that I was not pressured to complete work all the time, therefore I would take breaks in between completing units and doing the online tests.

The only thing I didn't enjoy was the time it took for me to pass my ICT test. I had certain issues with the exam and the training was quite difficult as you had to use excel etc. I believe it was the most challenging part of the NVQ for me especially.

**How has your apprenticeship helped you develop in your role?**

My apprenticeship has given me more confidence within my job role, as it made me realise how much knowledge I already had for the role I'm in. Completing my NVQ has also made me realise that I should stop doubting myself, as I can easily complete task to a high standard.

**Do you have any further professional development activities/qualifications planned?**

I would like to either complete an NVQ Level 4 in business administration or look into starting a foundation degree. I would also like to complete training in team leadership to hopefully work my way up to senior administrator or office manager.

**What advice would you give to someone considering an apprenticeship in your area of work?**

I would definitely consider completing an apprenticeship to help further your skills and understanding of your job role. It also allows you to work at your own pace and as it is fully funded you do not have to worry about the financial aspects of completing the qualification. I thoroughly enjoyed completing my NVQ and had amazing support from my assessor and manager. I would definitely consider doing another qualification soon.