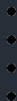


Apprenticeships

Learner Case Study

Laura Cardoso
Team Leader Level 3
Wilson James



 **Team Leader Level 3**



Who do you work for?

I work for a security company called Wilson James who are subcontracted to Meta. I'm currently working as a Brand Ambassador, although when I started the apprenticeship I was a Team Leader.

What does your day to day role look like?

We frequently meet up with clients and discuss how we can best assist them with their events. On the day of an event we are mainly in charge of event registration and accreditation. A major part of this is making sure that all of the relevant documents get signed. Another one of our responsibilities is to host tours of the building for new starters and external visitors. We always go out of our way to make sure that everything we do is in line with Meta's values and culture, with the intention of providing a positive experience for everyone we interact with.

Why did you choose the Team Leader apprenticeship?

Having been a manager for most of my career, I've become accustomed to making the most of opportunities to improve myself. However, I didn't really have any qualifications to match the experience or qualities that I'd picked up along the way. So, taking on the apprenticeship seemed to be the best way that I could carry on learning and progressing, solidifying my position as a leader.

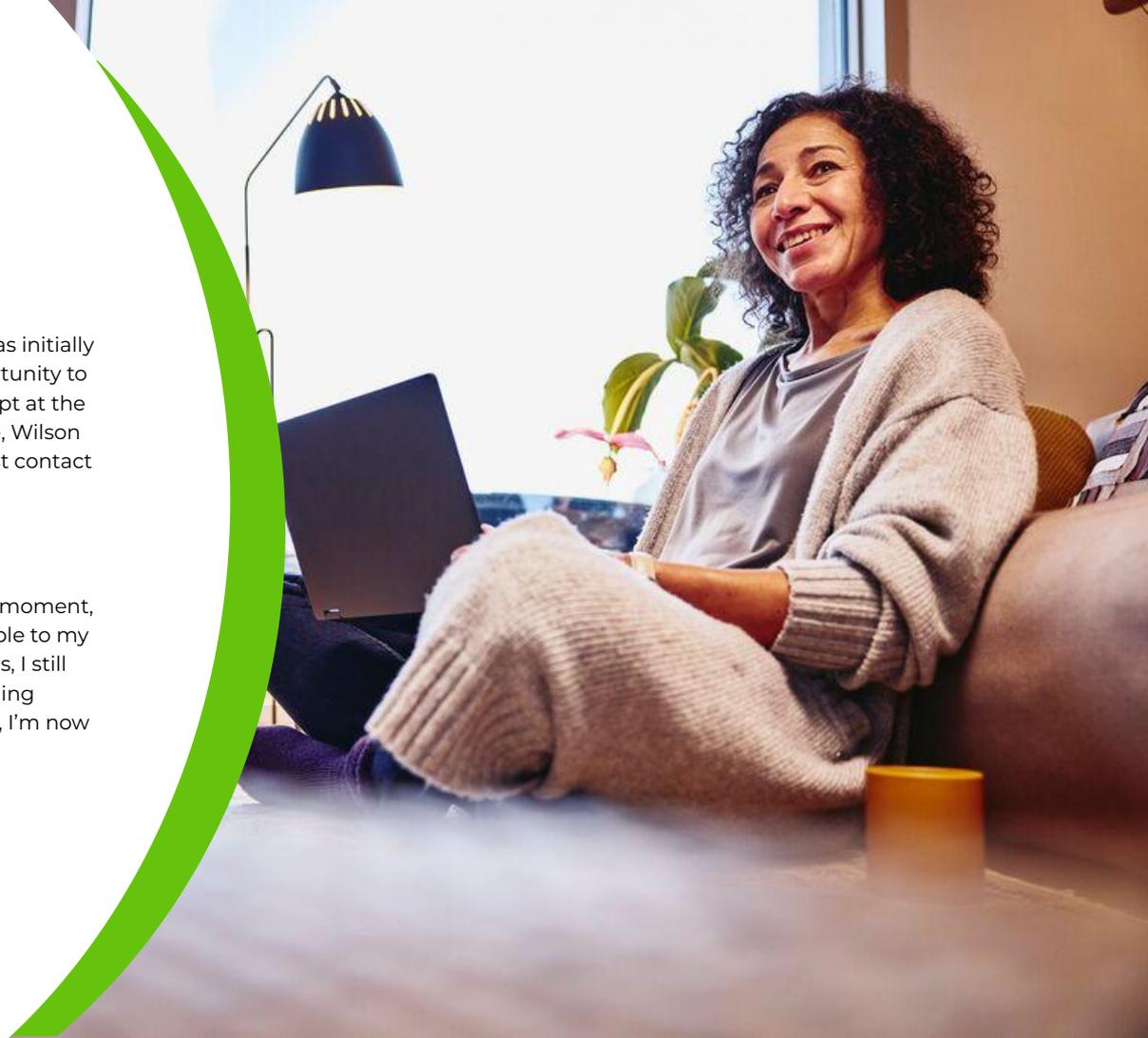


How did you find the Pareto application process?

I found joining the apprenticeship to be a simple process. I was initially contacted by my manager who said there would be an opportunity to do an apprenticeship and being an ambitious individual, I leapt at the chance. After deciding I wanted to do the Team leader course, Wilson James then organised the apprenticeship with Pareto. My first contact with Pareto was when I met my skills coach.

Does the apprenticeship still apply to your current role?

Even though I'm not in a traditional management role at the moment, the content from the apprenticeship is still massively applicable to my current job. Although, I'm no longer managing on a daily basis, I still get to apply and refine my leadership skills when we are running events. As well as knowing how to motivate those around me, I'm now far better at building and managing relationships.





How has the Team Leader apprenticeship impacted your ability to manage people?

It's always been in my nature to help people. But now, I can be more conscious and calculating with my approach to how I lead people. As I now know a variety of leadership methods, I can now manage people more effectively. Having refined my natural qualities as a leader, I feel like everything has come together and I can now make more of an impact on the people I'm managing.

What character traits do you rely on in your role?

I have become competent when it comes to working under pressure. While I think it's important to know how to multitask, I need to be organised and know which tasks to prioritise over others. Because I work in such a large environment with so many different people, I need to be a good team player and be inclusive and respectful of others.

What was your perspective on apprenticeships before you started the course?

My original perspective of apprenticeships was that they were a good entry point for a young people just starting their careers. I assumed apprenticeships came with fewer responsibilities and therefore, lower pay. However, when I found out how much bigger companies invest in their employees, my views obviously changed. As I'm a hands-on person who likes to actively learn and take on more responsibilities, I found the apprenticeship to be a great way to apply my knowledge."

Where do you see your career going?

I took my current job to give myself time to reflect on the progress I have made in my career so far. Even if I don't end up in a management position where I can influence a large workforce, I still see myself in a role where I'm either delivering impactful training sessions or using my leadership skills to pass on knowledge to a small group of individuals. I do eventually think that I will grow into a senior management role in the security sector. As I already have experience in this sector, I definitely think I'm capable of making a difference as a leader.

What advice would you give to people who are thinking of doing an apprenticeship?

If you have an environment like mine where you have a supportive employer, then go for it. It can be hard work, but the experience and new skills you gain make it totally worth it. You'll meet loads of new people, one of which will be a skills coach. Having a coach to guide and support you through the learning experience is really valuable, so make the most of it. Being able to actively apply your new insight to your day to day role is by far the best thing about doing an apprenticeship, it really is the best way to learn.

