

My experience of apprenticeships with Aurelia Training

My name is Aaron and I have now completed multiple apprenticeships with Aurelia Training while working for them over multiple years. I would like to share a little about my experience.

The first apprenticeship I completed was a Customer Service L2. This was a fantastic place to start, as the customer service skills I developed throughout are transferable for almost any job role. Good customer service skills provide you with the necessary tool kit to become a good communicator and representative to any company. Throughout the apprenticeship received the necessary training despite being in COVID isolation. The same quality of training I received in person during the beginning of the apprenticeship was transferred entirely to an online format and my progress continued on the same trajectory, which shows great adaptability from my assessor. We used regular zoom meetings and email communication to have teaching sessions and feedback on completed work while preparing myself for EPA. I came out of the apprenticeship with a fantastic grade despite the external circumstances of COVID, and all this when the customer service award had just been changed so I was actually a 'Guinea Pig' for this new apprenticeship.

My second apprenticeship was a Business Admin L3 award. This varied a lot from the customer service L2 both in quantity of information and style of work produced during the duration. There was more factual information to learn such as legislation, but my assessor's session made it very easy to process, providing varied teaching resources such as presentations and activities to complete. The skills I learnt during this apprenticeship suited my role in Aurelia Training as an administrator, helping me to develop my understanding of my responsibilities to a greater degree. The main difference between two apprenticeships was that the Business Admin L3 had a project element. This for me was based on a change from paper-based feedback surveys to an online survey. During this section of the award I had to show assertiveness and leadership skills as I had to plan and manage the entire project. My assessor and peers at Aurelia provided me with all necessary support to feel confident enough to take this managing role and all responsibilities attached.

I would say due to what the project offered me I preferred the Business Admin apprenticeship, I found it more challenging, thus more engaging. Also the fact it tied closer into my role as an administrator gave me a greater chance to apply it to the development of my role, which was great!

In terms of EPA I found the process both challenging and very straight forward for different reasons. The excellent support from my company, as well as my natural affinity for my speaking and communication skills made the professional discussion not too challenging for me. Also my developed understanding of my job role made it fairly easy to talk about the examples provided in my portfolio of evidence. The element of EPA I did struggle with was overcoming the mental barrier of exam pressure and boosting my confidence enough to perform my best under pressure. Due to the emotional and educational support of my assessor and peers I was able to overcome this, which shows proof of the professional work environment and team values within Aurelia. I passed my Business Admin EPA with 200% on spoken elements and a very high mark on the knowledge test, so these results alone speak volumes on my experience with Aurelia training.

One element of my time as an apprentice which is unique is the dynamic of being such in a smaller office. Personally I found it to be a huge positive, the flat structure and close communication between all members of staff made for a quick transition period into the company. I was able to view all aspects of the company and learn at a steady and fast pace. It also means that I was able to learn about all of these elements of the company without overextending myself, and was able to retain all that I was learning comfortably.