

Case Study:

HR Administrator

Blackburn College



Business Administration

As an apprentice Tamima Mulla worked as an Employer Engagement Assistant in Blackburn College's Employer Responsiveness team, managing up to 400 telephone enquiries a month. She also dealt with face to face enquiries, co-ordinated courses, processed bookings and payments, sent out information and worked closely with colleagues from throughout the college.



Benefits

Tamima believes that her Apprenticeship gave her the confidence boost she needed, as well as the skills and experience to progress in her career.

She says "When I started my Apprenticeship I was lacking in confidence but it gave me the confidence and motivation to continue my training and further develop my career."

"My Apprenticeship also allowed me to develop a wide range of skills, such as customer service and the ability to work under my own initiative as well as part of a team."

Why an Apprenticeship?

Tamima knew that continuing in education wasn't for her, but that an Apprenticeship was exactly what she was looking for, as she explains:

"I chose to do an Apprenticeship after completing my GCSEs as I didn't want to continue in traditional education. I wanted to learn new skills but at the same time gain valuable work experience."

What Next?

Having completed her Apprenticeship Tamima now works as an HR Administrator at the college. She has completed a Level 3 Award in First Line Management and is now studying for a Certificate in Personnel Practice.