

A CLIPPER DISTINCTION!

CASE STUDY BY OLGA HOPKINS, CLIPPER LOGISTICS PLC

Congratulations on obtaining a distinction in your Team Leader/Supervisor level 3 apprenticeship, how did you find the programme?

Excellent, really enjoyed the course!

Was it well organised?

Yes, it was very well structured and organised; we received a learner handbook with all required information; learning materials (paper and electronic versions), we also received regular learner newsletters with updates and hot topics.

Did your tutor help you?

Yes, my tutor (who is a high level professional!) provided great support, giving me detailed feedback for every submitted work/task, advising how and where improvement can be done; regular communication via emails and ZOOMs; 1:1 meetings helped me to gain my confidence during preparation for EPA as well as quarterly and regular reviews, involving our HR, senior site manager, training manager and my contract manager, made aware my management and myself of what kind of support I needed.

Did you know how well you were doing?

Yes, as I mentioned before, I received feedback for every task submitted via Learning Assistant ePortfolio portal, quarterly and regular reviews involving HR, our senior operation and trainer managers and my contract manager. Also, we had regular 1:1 meetings/reviews with Angela, where I received feedback about my progress personally and, we discussed what support I required.

Were you able to do tasks at work that supported the work you were doing with your tutor?

Yes, by being a supervisor and leading a team of 60 people, I was able to apply all knowledge on practice during the course.

Did you get enough time at work to do your apprenticeship?

Yes, I was allocated enough time by my operations manager and also, I received great support from my line manager and my team by being able to delegate lots of tasks, so I could concentrate more on my learning.

Would you do another apprenticeship with Achieving Excellence? Yes

Would you recommend them to a friend? Definitely Yes

What did you learn that you have used the most?

Communication skills including active listening and EI, feedback, problem solving, building effective team, time management, leadership styles and many others very useful models and techniques.

I would like to thank Achieving Excellence and particularly my tutor, I would not get a distinction grade in EPA without her guidance and support!

