

National Apprenticeship Week 2020 in ODP

National Apprenticeship Week (NAW2020) brings together employers and apprentices across the UK and is a fantastic opportunity to put the spotlight on apprentices, focussing on the key theme for this year which is #LookBeyond. Everyone's experience of an apprenticeship is different, and National Apprenticeship Week is a chance for us to celebrate apprentices themselves, appreciate their hard work and focus on what makes them unique. During the week we'll be providing regular updates on social media and hearing from apprentices themselves who tell us what they think about their journey and how doing an apprenticeship has helped them both personally and professionally. We'd love to hear about what you are doing in your department so please email to let us know odp.crossgovernmentcommunications@hmrc.gov.uk.

Hear from our amazing apprentices

Lisa told us "I have gained more insight into what motivates me at work and it has made me think what I want out of my role."

Carlene said "I decided to do an apprenticeship because I wanted to do something different to my day job... I was also attracted to the prospect of gaining another qualification."

Emily said she would "encourage everyone to have belief in their capabilities and take any opportunities life offers. Always strive to be the best version of yourself!"

Francesca added "The skills I've gained from learning and progressing through my apprenticeship have enabled me to develop ways of using feedback to enhance my performance, and four months into my apprenticeship I was promoted to team leader. The opportunity of leading a team has in turn allowed me to support my fellow apprentices and help them on their journey to achieving their apprenticeships"

Emma told us "I have gained a wealth of knowledge and I have so much more confidence than I did two and a half years ago. If you are thinking of applying for an apprenticeship, take the leap, it's the best decision you will ever make"

Apprenticeship opportunities

Dean features in an HM Revenue & Customs (HMRC) Surge and Rapid Response Team (SRRT) video on apprenticeships which you can view on YouTube here – [ODP A great place to be an apprentice, a great place to work.](#)

He has now moved into a full time role in HMRC and he told us this about his apprenticeship experience, "Having the opportunity to balance on-the-job experience with academic learning has helped me advance my career to the next

level. It has given me the chance to lean into opportunities that would test my skills and knowledge, this directly improved my problem solving and confidence.”

Lee also features in the same video and has given us this insight into managing a team of apprentices, “Guiding staff through the apprenticeship has been a good experience for me and my team. Supporting them through induction to End Point Assessment and seeing staff use the knowledge they have gained to progress within their civil service career is the cornerstone to what apprenticeships can achieve for people in the workplace.”

Lesley also manages a team of apprentices in HMRC Surge and Rapid Response Team and has this to say about her experience, “The apprenticeship is a great way of embedding a culture of learning. In addition it encourages team working and problem solving amongst staff as they work together to overcome challenges.

From a manager’s perspective, I have seen the impact undertaking an apprenticeship has. Resilient teams, great time management and planning/prioritising skills are developed. The opportunity to undertake a work based project makes staff look at processes and continuous improvement and some ideas are even implemented and become business as usual.

Collectively all staff who undertake an apprenticeship have built a solid foundation to progress their career within the Civil Service.”

Q&A with an apprentice

Lisa is completing her apprenticeship as part of the ODP Central Team and was interviewed by her colleague Kerry who quizzed her on her apprenticeship insights;

Kerry – Why did you decide to do an apprenticeship?

Lisa – I didn’t like school if I am honest, and had no desire to learn. Wanted to be out with friends etc., as you do! So, being older and wiser, and being given the opportunity to learn whilst working and gain a qualification in the process seemed like a great thing to do!

K – What new skills have you learned?

L – Organisation, researching, & the biggest skill is having the confidence to give it a go! That is a skill for me in a lot of ways!

K – How has the apprenticeship benefitted you?

L – I wasn’t supported in school, and never given the confidence to achieve anything, completing an apprenticeship has enabled me to grow in confidence and not give up when faced with a question and a blank sheet! I have just had a marking of 100% for an assignment, which is a real confidence boost!

K – What support have you had with your apprenticeship?

L – 100% backing from my Manager which really helps, and I am really lucky to have a fab tutor who really helps and encourages me.

K – What have you enjoyed most about your apprenticeship?

L – Knowing I have covered so much of the assignment requirement in the role I do has really made the apprenticeship enjoyable as I love my job!

Apprentice insights

Barry is currently completing his apprenticeship and has had the opportunity to join the ODP Events team, he has some really positive comments on the impact this opportunity has had on him, "Since joining the ODP Central Team as an apprentice, I have had the opportunity to design new systems, work on fascinating events and to travel to other departments; meeting truly inspiring people and top civil servants. It has opened my eyes to the scale and scope of ODP, reaffirming my commitment to the profession and showing me the opportunities within. I am excited about my future and proud to be ODP."

Danny also works on the ODP Central team as an apprentice manager, he has used his past experience as an apprentice to shape his career, and he tells us "I wouldn't be where I am today without completing an apprenticeship.

Danny is pictured right with apprenticeship team colleague Kerry

Coming into the Civil Service as an apprentice helped me develop the skills and knowledge needed to succeed in my day job and developed me as a person. The support and understanding from my line manager was vital in ensuring I was given the time I needed to succeed, with all of the hard work that had to go into completing my apprenticeship.

I have had so many opportunities as a result of being an apprentice, such as being an apprenticeship ambassador, having the privilege of being nominated and winning HMRC's Apprentice Professional of the Year 2019 and being fortunate enough to now be the Operational Delivery Profession Central Team Apprenticeship Manager.

Being a previous apprentice helps me in my role as an apprenticeship manager, understanding the challenges people face but wanting to ensure a quality experience for every learner and to get as much out of it as I did. I would encourage everyone regardless of age, background, ethnicity, that completing an apprenticeship can have such a positive impact on your life, professionalising you and offering a career pathway, in what is hopefully a long and successful career".