

Capita Talent Partnerships

Trainee Case Study

Kellyanne Coggins, 21, from West Bromwich

Kellyanne's testimonial:

Kellyanne had found her lack of qualifications and experience were preventing her from getting the job she wanted in her local area.

She heard about Capita Talent Partnerships' Traineeships, and thought the pre-employment training and work experience would be a great way of helping to get her career started.

Capita Talent Partnerships were able to put her in touch with Midshire Business Systems in Birmingham, who offered her a six week work experience placement. Since completing her work experience, Kellyanne has been offered a permanent, full-time role with Midshire Business Systems' customer services team.

Here's her story:

What made you choose the Capita Traineeship?

"I'd been out of work for a year or so and had applied for lots of different apprenticeships, including hairdressing. Either the job wasn't right for me or I lacked the experience and confidence in interviews to be offered a paid job - but I knew I had to keep trying so I could better provide for my son."

How did you apply?

"After finding out about Capita Talent Partnerships Traineeships through the apprenticeships.org website, it only took me about 20-30 minutes to fill out the questionnaire, mainly asking me why I was interested in becoming a trainee."

What did you enjoy most about your traineeship?

"I enjoyed all of the programme and made some new friends. I liked the fact that the programme covered lots of topics (not just work skills). The help working through my CV and the interview preparation really helped, it got me thinking about how I was presenting myself."

Tell us about your work placement?

"Elaine, my work buddy for the work experience, has been constantly supporting me and helping me in my work, advising on what to say and dealing with enquiries.

I've now got a job at Midshire Business Systems as a service controller that I enjoy and it gives me lots of responsibilities including handling calls, booking engineers, scanning and filing."

What do you feel you've gained from the traineeship?

"I'm two months into my paid job. I have a lot less stress on my shoulders and a lot more confidence in myself, because I know I've got support and won't be frowned on as I am still learning on the job.

As a business there's lots of opportunities here at Midshire Business Systems, with warehouse work, engineering, sales, administration and IT roles. I'm also moving with them to their new base in West Bromwich. It's good to be part of a growing business and I've recommended them to a friend."

"It's good to be part of a growing business."

Kellyanne Coggins

Kellyanne's Qualifications

Kellyanne gained a reference and the following NVQ certificates during the course of her traineeship:

- Level 1 Certificate in Personal and Social Development
- Level 1 Award in Principles of Customer Services
- Level 1 Certificate in Developing Employability Skills



Employer view

Ken Shipway, Group Service Manager of Midshire Business Systems, tells us about how working with trainees like Kellyanne is helping his organisation with essential work:

What work is Kellyanne doing in her role?

"A key area of our business is our busy centralised call reception centre, which our customers use to report equipment breakdowns, make sales and account enquiries – and Kellyanne is mainly dealing with customer enquiries. Soon she'll be involved in supporting the field engineers."

How has she progressed?

"When Kellyanne joined us it was obvious that she had an aptitude for the job, which allowed us to fast-track her training and put her into a paid role within four weeks.

With the progress she's made so far we're confident she can take on a more senior role with us in future."

What do you look for in your new recruits?

"Sometimes it takes time for youngsters to get school out of their system and get switched on and motivated to the different requirements of work. It's the reason why we like to take on apprentices or trainees that have received this work-focused training before they join us."

What other opportunities are open to your trainees and apprentices?

"We've a growing customer support group and look for people that can offer good telephone and account admin skills. We also have a rolling requirement for new staff including apprentice service engineers with clean driving licenses who are over 21."

How has partnering with Capita Talent Partnerships helped your business?

"Capita have found us good quality candidates who have been brought up to speed on what to expect at work, have been keen to learn about our business and get stuck in.

They help us recruit the right young people for entry-level roles, fill some of our skills gaps and it lets us give something back to the local community."

Tutor's report

Classroom Tutor Kim Burckett says it was Kellyanne's mature approach that has helped her flourish through her traineeship – a quality which also helped her support other learners in her group:

"Kellyanne attended the first day of her traineeship understandably nervous, but as the weeks progressed her confidence improved and her self-awareness became more apparent. During the latter weeks she was able to recognise a colleague struggling to complete written evidence and she provided valuable support for that individual."

Interview practice

"She embraced the interview preparation that was provided, took on board all the effective interview techniques and produced an impressive 'mock interview' performance with her interviewer noting - *I was amazed at how well she articulated her answers, incorporating excellent examples to highlight understanding of what a potential employer would be looking for.*"

Gaining confidence

"Her mature approach to learning and the desire to enhance her assertiveness helped her to overcome the influence of less mature behaviours in the group and the negativity towards the programme expressed by her partner.

As her knowledge and understanding of delivering excellent customer service increased she became more determined to employ these skills in a customer focused environment."

Balancing work with home life

"The responsibility of an 18 month old child did not detract from her participation throughout the training and I could not help but be impressed with how well she was able to balance her work and personal life, ensuring she still enjoyed quality time with her son."

New prospects

"Kellyanne was a pleasure to work with and I was delighted to see her 'self-doubt' blossom in to 'self-assurance' as she responded positively to the feedback and constructive criticism she received.

"Given the opportunity, and by improving her academic qualifications, I believe Kellyanne would be ideal in a 'teaching assistant' role which would open up a new career avenue and continue to challenge her personal development."

"With the progress she's made so far we're confident she can take on a more senior role with us in future."

Ken Shipway

