

Employer focused - Learner led

HAYLEY'S SUCCESS STORY

Fareport Training, supporting upskilling
their own staff through Apprenticeships



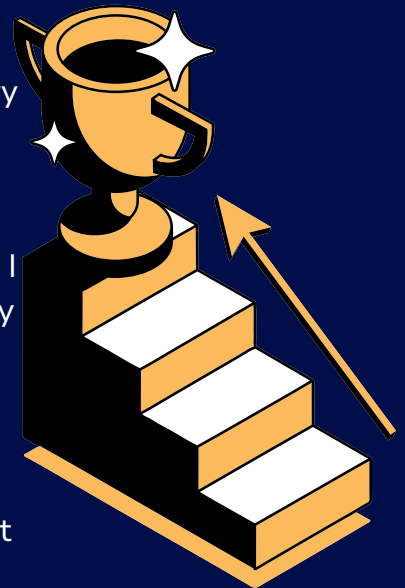
"The biggest benefit of the apprenticeship training has been the increase in my confidence. Overall, I would describe the apprenticeship as confidence-building and rewarding, with some challenges along the way. I am keen to learn a bit more about data analytics and how I could use the skills in my role."

Hayley Dowell- Learner Support Administrator

I enrolled onto the apprenticeship because I had no prior experience working in an office environment, and I wanted to develop a clear understanding of my role while building the skills and confidence to carry it out effectively.

The impact

One specific positive change since completing the apprenticeship is that I now take greater ownership in my role. I identified that our employability sessions needed improvement after reviewing learner data, where I noticed a decline in bookings and engagement. This gave me the confidence to raise the issue in my weekly meeting with my manager, which led to the sessions being reviewed and the introduction of a drop-in session for learners, improving the accessibility and engagement with the support we provide.



Developing a stronger understanding of the business and my role within it has allowed me to recognise the value I bring. This has significantly improved my self-belief, and I now feel confident in my abilities and no longer feel like an imposter in my role.

Why Fareport? Because your apprentices - and your business - deserve the best support.