

Apprentice Case Study

'My Journey so far ...'



Martin Hamilton

Apprentice Name: Martin Hamilton | **Age:** 18

Job Role: Customer Services Representative

Apprenticeship Programme: Customer Services

Start and End Date: 29/11/2021 - 30/06/2022

Organisation: Diligenta

School Attended: Holyrood RC High School

Why did you choose to do an apprenticeship?

I chose to do an apprenticeship to further my career goals and to gain a qualification whilst working. I believe this will help me to progress into other roles in the future.

Why did you want to work in the sector/role you're working in?

I wanted to go into this role to further my experience within the customer services industry and also the financial industry. I would like to progress into further roles with the experience and training I have gained, over time.

What are your main tasks and duties?

General telephony work - this includes taking calls from customers, other providers and IFAs and helping with their enquiries or providing policy information. I am also responsible for sending emails, re-issuing correspondence and issuing letters where needed.

Can you list any highlights or achievements, or anything that has stood out?

During the time in my current role I have achieved '100% quality' from the calls that I have taken and have had no complaints recorded either.

What do you like most about your job and the apprenticeship?

The interaction with customers and other people within the financial services industry. It is a positive experience at work because when I help customers I feel I can make a difference in their day by being kind, well-mannered and helpful.

What support do you have from your organisation and from GP Strategies Scotland?

Regular meetings with my team coach and manager to discuss my progress. I have specific allocated time away from telephony work to focus on my apprenticeship work. I also have meetings and get support from my apprenticeship assessor.

How would you like to progress in your career? Are there progression opportunities in your organisation?

There are many positions to progress in to within Diligenta and other organisations. Within Diligenta there are team coach, team leader and operations manager roles and I'd like to progress into one of these or potentially look at risk management at some point.

“ I would like to do more training as I believe you can never get enough experience, particularly if you want to progress in your career.”

Martin Hamilton