

Apprentice Case Study

'My Journey so far ...'



Ryan Wyllie

Apprentice Name: Ryan Wyllie | Age: 20

Job Role: Customer Services Representative

Apprenticeship Programme: Customer Services

Start and End Date: 15/12/2021 - 15/06/2022

Organisation: Diligenta

School/College Attended: Newbattle Community Campus

Why did you choose to do an apprenticeship?

The reason why I decided to choose to start an apprenticeship is because I wanted to try and further my skills to add to my CV and to see what it would be like to work in full time employment.

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

I wanted to experience a new working environment and I felt like the skills I had from previous occupations would help me better in this sector.

What are your main tasks and duties?

My main tasks are - answering calls from customers, IFAs and other providers and transferring calls to other areas. Handling general queries and supplying policy information over the phone. I also issue letters and emails where needed.

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

Completing two milestones in my apprenticeship so far. I am also much more confident on the phones now.

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

I like being surrounded by others that are working in the same sector where I can ask for advice. I also like the friendly atmosphere.

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

We have regular meetings to discuss performance and our apprenticeship. We have dedicated off phone time to work on our modules. We can also email to ask for help and advice and we get replies back very quickly.

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

There are lots of opportunities for career progression to advance to which suit my interests.

“It’s a good place to start as there are lots of opportunities to progress within the company and also the wider TCS Group”

Ryan Wyllie