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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Chloe Knott, Business Administration Apprentice, Learning, Education & Development

I completed the Level 2 Foundation Apprenticeship in Business Administration. I completed all modules on 11th December 2019 following placement within the Learning, Education Development Department of Cardiff and Vale UHB. This was my first job following leaving school at 17 years old.

I couldn't envisage that at 19 years old, I'd be working for the UHB, earning a salary and paying into a pension, all because of the opportunity provided to gain a nationally recognised qualification through an apprenticeship.

Following successful completion of the Apprenticeship in winter 2019, I was able to apply for a full time Grade 2 position within LED. I was officially appointed and started employment soon after. I feel the experience gained improved my confidence and communication skills as well as the knowledge and experience that working within this particular office had provided me with. Because of the knowledge gained, I was able to provide much needed support during Flu Season to the Occupational Health Department. The experience of working across departments, even if for just a short time, has increased my confidence levels immensely. I was quiet, shy and slightly withdrawn upon appointment because of my new surroundings and the feeling of wanting to be successful in my appointment. However, with the support of my LED colleagues, and my T2 Assessor, I feel extremely comfortable and less anxious than ever. My working knowledge of the department, and the UHB as a whole, continues to grow as I have been in the full time position for nearly 12 months now.



The timeline of the Apprenticeship was 12 months, and I completed it early. It was so varied and interesting and I just wanted to press ahead and become a full time member of staff if the position arose. I was therefore very committed to completing and succeeding with my Apprenticeship and achieving the qualification requirements. I felt that a lot of what I learnt I could transfer to the workplace. Since becoming a full time member of staff, just two and a half months into employment, the Covid-19 pandemic began.

Because of the support required for LED during this surreal time, I have continued to attend the office and support in any way possible every day. There was a necessity to remain office based to support the staff, with some colleagues temporarily transferred to the temporary Dragons Heart Hospital, it meant that LED were running on a lesser quota of staff.

As a result of my apprenticeship, I understand the UHB's values and expectancies in greater detail and feel as though they have contributed to my professionalism.

