

# APPRENTICESHIP WEEK

## 5 - 11 FEBRUARY 2024

### **Newfound digital skills help NHS apprentice progress in her role**

One of the highlights of National Apprenticeship Week is the ability to showcase the sheer variety of opportunities and the routes learners take to achieve their personal and professional goals, all while challenging the stereotypes of what an apprentice can be.

Mia Hodges is a Medical Education apprentice working within the Cardiff and Vale University Health Board. She is also undertaking the Digital Application Support apprenticeship with training provider, ACT.

Mia decided upon this route as she had always wanted to work within the NHS and the 'learn as you earn' aspect of an apprenticeship appealed to her.

She said: "I knew that I would have the opportunity to gain valuable work experience, achieve nationally recognised qualifications and get support while working closely with healthcare professionals."

In the first few months of the role she found her work environment 'happy, friendly and encouraging', working on a variety of day-to-day tasks alongside constant knowledge sharing.

Despite being new to position she found that her colleagues were always willing to listen to her ideas and she was given the chance to demonstrate skills that would benefit the team, receiving constant recognition and support while completing tasks.

A surprising perk to the role has been its flexibility, allowing for a healthy work-life balance and an increase in productivity.

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Mia's Digital Application Support apprenticeship is designed for any learner working in a digital office who uses cloud-based systems such as Microsoft 365 or Google for Business. It is aimed at giving a greater understanding of the software professionals are likely to use every day.

Mia shared how she has been able to use these new skills and apply them to her role. She said: "I am often involved within the creative digital design of content for courses and teaching - to then see your work being used and having good feedback is gratifying.

"After showing a keen interest in social media, my team handed over the running of our departmental Twitter page to me. This made me feel valued within the team and demonstrated that they also valued my aspirations."

Looking to the future, Mia is keen to progress in her career and further develop within Medical Education.

She added: "I would like to work more within the creative digital design of content, as well as run our social media accounts – but on a bigger scale.

"For the short term, I would like to gain further qualifications at a higher level to push myself and my learning. But the long-term goal is to play a significant part within the running of the NHS."