



I've definitely got what I want from this apprenticeship. It has given me that confidence about taking the lead a bit more in my team and with the services I support, giving me that knowledge to support what I'm doing day in, day out, and just make me better at this role. I know that this degree will open a lot of career opportunities for me to explore, other avenues, and progression in this area if I want to take them up.

The purpose of my apprenticeship was to help me become better at what I currently do, and that is definitely the case. I have gone from being somebody who goes *'Oh, look. There's a problem. Let's firefight that problem.'* to somebody who now looks at things more strategically and looks at the bigger picture. So, I will pick up those issues and then, instead of just fighting all the little individual fires, I've changed the way I think about it to... *'If I put this in place, it's going to prevent these things happening in the future or prevent these things taking up a lot of our time.'*

It is a fantastic opportunity. I know a lot of people are quick to dismiss them because they are worried that they won't have the time, yet it hasn't taken over any of my time. If there's lots going on, my team will quite often pick those things up for me up so that I'm able to focus on what I need to get done (with my apprenticeship). From what you hear, some other employers aren't as supportive and don't give the time for people to do your training. That's not the experience with Shropshire Council; they are a very supportive employer and a great place to do an apprenticeship.



# Claire Morgan

Shropshire Council ICT Business Partner

(Started when she was 34)

Level 7 Digital and Technology Solutions Specialist Apprenticeship