



# Use of Apprenticeships within IT/ Digital Departments

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# Things to Consider

1. Scale of move from School or College to a workplace.
2. Loss of experienced resource to deliver training.
3. Support requirements.
4. Time out of the day to day role.
5. Benefits they can bring.



# Where it all started for us

1. Service Desk in 2012
2. Right Supplier
3. Right Course
4. Right team in place to Support



# Success Stories



Charlotte Smith: Service Desk Analyst (Apprentice), June 2015



Arron Davies-Sond: Service Desk Analyst (Apprentice), April 2014

# Lessons Learnt

1. Service Desk and 2<sup>nd</sup> line
2. Variety of role
3. Balance of on the job vs classroom learning



# Impact of Covid on Apprenticeships

1. Need for someone to work alongside you.
2. Challenges of a Customer facing role.
3. Hands on experiences difficult to recreate at home.
4. Furlough impact.
5. Return to Offices.



## How the Apprenticeship Offering has grown

1. Permanent members of staff
2. Digital and IT merge
3. Opportunities from here



# Summary and Conclusion

1. Courses
2. Partners
3. Staff
4. Rewards





# Apprentices

1. All
2. People
3. Play
4. Role
5. Educate
6. New and Existing staff
7. Thrive
8. Innovate
9. Career
10. Evolves
11. Secure future





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Thank you for Listening