

Apprentice Case Study



LORNA HAY

LEVEL 3 ELECTRICAL/ MAINTENANCE
ENGINEERING APPRENTICE AT HILL BISCUITS

“ I WAS READY FOR A COMPLETE CHANGE IN MY CAREER! ”



I chose to do an Apprenticeship because I was ready for a complete change in my career and I liked the idea of learning on the job. I personally learn more when it's a hands-on experience rather than just being in a classroom-based environment.

Prior to my Apprenticeship, I was working full-time in a Sports Centre as a Customer Service Manager. By undertaking an Apprenticeship, it has benefitted me in many ways, especially with my confidence and belief within myself to be able to change my career in my mid-thirties. It's nice to know that you can follow what you want to do rather than what you feel you have to do as a career.

I am now in my third year of my Apprenticeship and have gained various qualifications, these include: a Skyjack Licence, First Aid (Requalification), Health and Safety Level 3, Engineering Principles Level 3 and a Diploma in Electrical Engineering and Electronics Engineering. Hill Biscuits has been around since 1855, and they're one of the largest premier biscuit manufacturers in the UK, creating family value everyday biscuit classics supplied to a wide range of customers in the UK and overseas.

My current job role includes responding to breakdowns of the machines, either mechanical or electrical. I also organise and manage stock control and costings of mechanical and electrical items which are used on a daily basis. In addition to this, I am also a fully qualified First Aider and so I am able to help with incidents and accidents on the shop floor when needed.

During my Apprenticeship, I have been awarded the Apprentice of the Year award at the Alliance Learning 2018-2019 Awards Evening, this was in the Electrical/Maintenance Engineering Progression Award category. I have also been awarded a runner up award for a Newcomer to Engineering at the National GTA England awards.

In the future, I would like to gain additional experience and qualifications in my engineering role to help me progress further. I would also like to specialise in the improvement of the manufacturing processes.

I have really enjoyed my time at Alliance Learning so far, all the staff are very helpful and friendly and make you feel very welcome, if you ever need any help, they're all very supportive.