

# Charlotte Wilkes

## DIPLOMA IN BUSINESS ADMINISTRATION



### What Apprenticeship have you undertaken?

I have just completed a Diploma in Business Administration.

### What made you start the Apprenticeship?

I thought it was handy to add to my CV and it is great for further developing my skills for my current role and any future roles.

### What have you learnt?

I have learnt how businesses are run from stakeholders, to sole traders, to Limited companies – as well as the different laws that they must comply within Human Resources and Recruitment for example.

### How has learning these skills benefited you?

It will benefit me as it can be applied to anything – any company and any job role. It's always useful to understand how businesses are run and how things like the Equality Act can impact a business.

### Has the apprenticeship helped you overcome any challenges?

Yes. It's made me more confident in my current role. I deal with lots of different companies/customers every day, so it's given me the confidence I need to discuss their contract and terms with them and as well as their legal rights.

### Would you recommend an apprenticeship to others?

Yes. Definitely.

It's always good to expand your knowledge, whether it's supporting you in your current role or helping you be successful in your next role.

### Would you do another apprenticeship?

Yes, I've just applied to start the 'Women in Leadership' course, which will help me develop my skills into becoming a manager and effective leader.

