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I applied for an apprenticeship to gain a qualification and work experience at the same time; the fact I could also gain a Level 2 in Maths, a subject I had struggled with at school was also a bonus. I really enjoyed learning new skills and the fact that the work that I did in my role contributed to providing examples for my qualification, so it is all connected together.

My apprenticeship helped me to get a full-time position in Customer Services and I am now an experienced Customer Service agent who is very happy in my current role.

My apprenticeship helped me to start a career and I would highly recommend apprenticeships to others.

**Liam**  
**Customer Services Advisor**



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