



Chartered Trading
Standards Institute

Apprenticeship Case Study 2022



Name: Anna Chapman
Age: 30-34
Job: Trading Standards Officer, Safer Communities Directorate
Apprenticeship: Regulatory Compliance Officer Level 4
Training provider: CSA Services Ltd



Being an apprentice has given me the confidence to try something new. I specifically wanted an apprenticeship to be able to gain confidence in a new role and receive on the job training and it has not disappointed.



Why an Apprenticeship?

I picked an apprenticeship as I was ready for a new challenge. I am able to enhance the skills I have already learnt and put them to use in a new way. I have always enjoyed learning but did not want to be sat in a classroom all week I prefer gradual learning with hands on experience of the tasks required.

How are you supported?

I started the role new to the council and have been overwhelmed by the support on offer. Colleagues have gone above and beyond to help me in my understanding of the job role and qualifications.

What is it like on the programme?

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Has it been a good experience?

I have enjoyed every stage of the process and the course has exceeded my expectations. There have been tough moments but that's to be expected and makes it more rewarding to overcome. The role was a completely new area to me but with the support of others my confidence is growing.

How have you balanced your workload?

Getting a good understanding of the requirements at the start of the qualification allows you to grasp what will be expected. Requesting feedback has helped me to ensure I have remained focused and on track.

Top 3 benefits

- hands on experience
- an opportunity to develop in a new career
- get paid whilst learning