



Healthcare Horizons Pre-Apprenticeship Programme

SHAPE YOUR STORY
with **Healthcare Horizons**

Case study: Shadman, Tower Hamlets

Background

Prior to starting the Healthcare Horizons programme, Shadman worked as a cashier, first at a bank and then at a supermarket. He particularly enjoyed the administrative aspect of this role and this was something he wanted to do more of. Unfortunately, he did not have enough administrative experience to start a job in this field and so felt at a loss.

Experience of the programme

Shadman really enjoyed the training and particularly liked the sessions on NHS values and interview preparation. He found it very useful when the trainer went through job descriptions in-depth to make the learners understand what is required when applying for vacancies and what information they need to communicate during job interviews. He also valued the personalised support the team at Barts provided him with, for instance Aidan, the careers outreach officer, stayed at work late to help Shadman prepare for a job interview. Additionally, Shuhana from the Barts team provided extra support for Shadman on how to create a winning personal statement.

Impact of the programme

Shadman states that the training has made him much more confident. Previously he found job interviews very difficult - he was nervous and sometimes used to stutter but this is no longer the case. As a result of the training, Shadman has gained an apprenticeship role as a receptionist at Barts' Outpatient Clinic. He is pleased with his current role and colleagues and he is

looking forward to completing his apprenticeship and advancing within the NHS, eventually progressing to a team leader or a senior manager position. The training has not only improved his career prospects, Shadman states that the confidence gained has made him more sociable and healthier as he now regularly goes to the gym. His family has also noticed changes in him and have found him to be more ambitious, healthy and outgoing.

"If it wasn't for Healthcare Horizons, I would still be working as a cashier, looking for new jobs but not finding any"