

# Melissa Fleming



## **Started with the ITeC in July 2003 on an Administration Apprenticeship.**

After completing the foundation training at ITeC I started a placement with the Social Services Department. I gained employment within the Hull City Council in Social Services in March 2004. I have completed my Key Skills in Communication at Level 2, Information Technology at Level 2 and Application of Number at Level 2. I have also completed a Citizenship Certificate and a Certificate in Administration as part of the Administration framework. I completed my NVQ level 2 in Administration to finish my Administration Apprenticeship in September 2004.

I decided to join the ITeC as I wanted to gain experience in a working environment whilst working towards a qualification at the same time. I chose an NVQ in Administration as it was something I was interested in and would like a career in.

I found it really interesting and a good choice as I am now employed full time in Social Services and I really enjoy it.

My current role of Convening Clerk requires me to arrange Child Protection Case Conferences by liaising with Social Workers and other agencies involved with the case to arrange a date and time to meet to discuss progress, etc. This involves a lot of ringing around and also sending out the invitations. Other responsibilities are general office work such as phones, filing, typing, post and recording sickness, annual leave and mileage.

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