

# Nicola Fleming



## **Started with the ITeC in July 2004 on an Administration Apprenticeship.**

After completing the foundation training at ITeC I started a placement with the Social Services Fostering Team. I gained employment within the Hull City Council in Social Services in March 2005. I completed my full Administration Apprenticeship in June 2005. The apprenticeship included the NVQ Level 2 in Administration, 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 think the course was very thorough and included many aspects of what Administration consists of. I found it easy to follow and to achieve the units although some units needed more evidence than others. The course was very beneficial and has helped me understand more about Administration as a career. It is a great course to do to help bring you into office environments and I am very glad I chose to do it.

My current role of LAC Clerk (Looked After Children) requires me to allocate all the reviews that are due each month to our Reviewing Officers. This has to be done fairly and there are a number of things she has to take into account such as Annual Leave, out of county reviews, age ranges, etc. I also record when the reviews are written up and distributed although I am soon to take over the distributing side myself. My other responsibilities include general office work such as phones, filing, post and typing etc.

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