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Started with the ITeC in February 2004 on an Administration Apprenticeship.

After completing the foundation training at ITeC I started a placement with the Creditors Department within the Hull City Council where I did a variety of different administration duties. I gained employment within the Hull City Council in the Document Work Flow Department in January 2005.

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 June 2005.

I think the course was very beneficial to me as it has enlightened my knowledge and career in Administration in an office environment. I was helped with the course by the staff of the ITeC. The course also gives a good opportunity to be employed within the council. I am happy that I have chosen this course as it has helped me move forward and develop my career.

My current role is scanning documents onto the DIP (Digital Input Processing) system, referencing documents which have been scanned on to service areas, take calls from the call centre, complete service requests and forward them onto service areas, deal with the benefits and council tax post, Ordering for our service area and take minutes of team meetings

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