



Melita Goodyear – Learner Case Study

Success Story
Melita Goodyear

Melita Goodyear started her Intermediate Apprenticeship in Business and Administration as part of a cohort of apprentices in 2014 with Guy's and StThomas' NHS Foundation Trust.

Melita has autism and, because of this, felt that one of her main challenges was to speak to new people face to face and over the phone. Melita would attend group workshops once a week with other apprentices which was great for building new friendships, learning about business administration and developing her confidence.

In order to support Melita, her tutor would meet with her each week for three hours for one to one tuition to focus on getting her ready for maths, English and ICT exams as well as supporting her with assignments and job applications.

Towards the end of her course, Melita was involved in organising her own graduation ceremony with the rest of the apprentices. Melita prepared, and gave, a presentation to a large room of directors, managers, colleagues and family members, something she thought she could never do! Following her apprenticeship, Melita successfully found a full time job within the Trust. She currently works on reception communicating face to face with patients as well as over the phone on a daily basis.

“I am very proud of what Melita has accomplished during her apprenticeship and I have no doubt she will continue to challenge herself to achieve her future goals.”

Louise Stedman, Tutor, Hawk Training

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Melita says, "I was looking for a job for about a year before finding an apprenticeship. I searched for apprenticeships on the gov.uk website as I wanted to challenge myself and do something different to retail which also gave me a qualification. I thought it would be interesting to work for a big Trust like Guy's and St Thomas' NHS Foundation Trust.

"At the start of my apprenticeship, my lack of confidence made me feel distant from the other apprentices in the workshops and also in my department.

"Over time, my confidence slowly built and I was able to form strong friendships with the apprentices in my group and develop professional relationships with colleagues in my department.

"Being able to talk to my tutors about how I was finding the course made me feel more comfortable about my progression as I was often worried that I was falling behind.

"I felt like my confidence grew hugely during my apprenticeship I am now able to work on the reception desk without feeling anxious and I am able to speak to colleagues and patients face to face and over the telephone. I can now phone the doctor, dentist and even the local Chinese takeaway!

"At the end of my apprenticeship, I managed to stand up in front of 40 people including directors, colleagues, managers, family and my tutors and delivered a presentation at my graduation ceremony. I was shocked that I actually got over my fear of speaking in front of people. It was one of my biggest achievements ever!

"I felt that my tutors were all very understanding about my learning difficulty. They gave me all the support I needed to improve my skills and to gain my qualification. When I was at school and at college, I was told by other students and some of my teachers that I wouldn't be able to achieve the same as everybody else due to my autism. I have now realised that although it makes me take longer, it is not impossible to achieve.

"It was good to have both the group workshops and also additional one to one sessions with my tutor. Working as part of a group helped me to build friendships, but the one-to-one sessions helped me as I had more time to learn without the pressure.

"I would recommend to anyone to do an apprenticeship with Hawk Training as it will help you to gain the skills and the qualifications you need for your future. It will help you to open up new opportunities. Even if you have a learning difficulty, you can still achieve within yourself and within your career!"



Quote from ET&D Apprenticeships Co-ordinator

"When I first met Melita, she was a lovely and polite young woman but she was low on confidence. She struggled to look people in the eye and often felt as though she was falling behind. I saw her confidence grow through the programme, watched her interact with colleagues and strangers in a friendly manner and actively seek to engage people in conversation, building up her eye contact and confidence. Watching her at the graduation ceremony speaking in front of managers and fellow apprentices and knowing how far she'd come is one of the proudest moments I've had managing this programme"

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