



“Pushed out of the comfort zone”

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I didn't have expectations before I started my apprenticeship. I went into it with an open mind and stayed focused on what I needed to do. I'm a hands-on person and I like exploring, so I was very interested in the opportunity of working in different locations all over the West Midlands and the UK.

The classroom-based part of the course takes place three days per month and involves coursework about health and safety, how to speak to customers and deal with certain situations, for example if the customer isn't happy with the work. When I'm on-site, a typical day might include digging, welding, bolting up mains and connecting services. At the minute I'm working on Cannock Road in Wolverhampton. This is a big project replacing all the old mains with new mains. I've been working on the project for a month with a team of people and the work involves building trenches and directional drilling. **I enjoy getting the job done.** Once I've completed the work, if it's a good job and I get praised, I find it satisfying. If it's bad feedback, I use it to see what I can improve on.

At the start of my apprenticeship, I wasn't doing very well. I was disruptive in lessons but when I had a review with my manager, they gave me a reality check. I took the feedback on board and feel that I have learnt from my mistakes. I have been supported on the course by feedback and conclusions on how to solve the problem. **My team are also supportive and good to be around.** If I feel down, I can speak to them, and they will be helpful.

Through this apprenticeship, I am picking up good communication skills and learning how to talk to people. I'm a talkative person but I'm kind of shy as well. When I first started, I was scared to speak to customers because I didn't really know about the job. If they asked me anything, I would freeze, I didn't know what to say. But now I'm more confident and if someone asks me what we are doing, I try and explain the job in detail and how long the job will take. It's good to have a nice conversation, it's giving OnSite a good look as we are representing the business when we are working. **The apprenticeship has pushed me out my comfort zone and it's good thing.**

My biggest achievement so far is bolting up my first ever main. I was very excited and happy with myself. I even went home and told my dad. I was also happy when I located my first service. These achievements are like stepping stones in my apprenticeship.

In the future, I would like to become self-employed in this industry and build from there. I would encourage anyone to go for an apprenticeship. The people here are supportive and will help you through tough times. It's better than going to college or university, **there's a path and opportunity for career development.** I would say grab that chance with two hands and use it as an opportunity to network and speak to anyone and everyone. There are a lot of knowledgeable people here that can point you in different directions.