

Your name

Ann Fletcher

Your apprenticeship programme

Chartered Management Degree
Apprenticeship L6

About you

Head of Content Experience at QA Ltd, responsible for the learning technology, learning platforms, publishing and content quality teams, enabling our learners to have the best user experience on platform, whilst ensuring our content is inclusive and accessible.



Why did you choose an apprenticeship?

I was fairly new to management when I began my apprenticeship, only managing a small number of people previously, and I wanted to learn more about how a business operates and managing large and dynamic teams.

I wanted to learn on the job so I could relate to real life examples which would benefit my career. It was also an accessible and affordable way to gain a management qualification as well as a specialist degree.

How has the apprenticeship enhanced your career?

Throughout the duration of the apprenticeship; I was promoted twice, it's also provided the valuable skills I needed to manage a growing team, as well as navigate the inner workings of a large and complex organisation.

What did your apprenticeship mean to you?

As this was a degree in management, some of the topics were on the behaviour of people, how people think and make decisions, including emotional responses during conflict. Some of the skills I learnt were highly valuable for life in general, not just within the workplace, which allowed me to grow as an individual, as well as a manager.

What advice would you give to an existing apprentice?

Although studying and working can often be challenging; the benefit of completing the learning is well worth the achievement at the end of it. Making the learning relatable to your own workplace context will make it easier for the knowledge to embed. It's also great to take advantage of being exposed to experts, together with your peers, in similar industries and job roles, which can help to generate new ideas you may not have previously thought of.