

Your name

Dylan Ward

Your apprenticeship programme

Microsoft Azure Cloud Support Specialist (Level 3)

About you

Following a career change from Performing Arts at 23, I decided to go down the apprenticeship route as I'm a very hands-on learner. QA offered me a great opportunity to begin a career in the Tech industry at Worldline with very little experience in IT behind me. I worked hard, continuously asked questions and had some amazing support from my DLC Rebecca, which led me to gain a Distinction in my chosen programme!



Why did you choose an apprenticeship?

I knew that I was 'starting over' in my 20's, but I couldn't afford to not earn a wage, so an apprenticeship allowed me to learn something completely new whilst still making money.

The opportunity to 'learn while you earn' is fantastic and being thrown into the deep end of a working environment allowed me to pick up everything I needed to for my studies, make mistakes, learn from them and ultimately, complete my course to a high standard.

How has the apprenticeship enhanced your career?

I've been able to start my career over and land on my feet; admittedly there are lots of things I still need to learn and haven't had exposure to yet through both my course and my current job role, but I've come out of my apprenticeship with a vast array of knowledge and a solid foundation of skills to build upon. My career in tech is reasonably new and even in that short space of time, thanks to my apprenticeship, I feel really confident moving forward and everyday I'm reminded that although it was a difficult choice leaving behind my dream of performing, it was the right one; one that makes me happy to go to work each day.

What did your apprenticeship mean to you?

It's proof to me and to others that it's never too late to find a new career. I'm 25 and I sometimes think "if only I had done this" and hindsight is a great and cruel thing; so I know that there are people out there older and younger than me who will think exactly the same.

Deciding to do an apprenticeship was the best thing I ever did; it allowed me to start over and prove to myself that I'm capable of taking on new challenges.

What advice would you give to an existing apprentice?

Never stop asking questions! You might already have some experience with the subject you're studying or you might be completely new to it; regardless, the more you ask and the more you learn, the better you become in your field. Be honest and be yourself, at the end of the day, your career is built around who YOU are as a person and if you can stand out (for the right reasons of course!) by just being yourself, you'll benefit from it massively.