

A rewarding and life-changing confidence-building journey...

Hear from one of our incredible learners from The Bannatyne Group who has experienced the journey firsthand.

My **Apprenticeship Journey**

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Abbie Robertson, a Customer Service Manager at The Bannatyne Group Head Office Customer Service Centre, successfully completed her Operations Manager Level 5 apprenticeship with Learning Curve Group. Her journey was overseen by her dedicated coach, Syed Hussain, who provided unwavering support and guidance throughout her studies.

In March 2023, after her previous provider went into administration, Abbie transitioned to Learning Curve. Feeling disheartened at the thought of starting over, she found understanding and reassurance in Syed, who took the time to clearly explain the way forward. His proactive approach ensured she had all the resources and support she needed to succeed.

Syed's commitment to Abbie's progress was evident through his regular communication

with both Abbie and her manager. He answered questions with detailed explanations, provided helpful documentation and materials, and offered consistent encouragement. His positivity and constructive feedback motivated Abbie to strive for excellence, especially in areas where she initially lacked confidence or experience.

Although Abbie was disappointed to receive a Pass for her professional discussion, she achieved Distinction grades in her presentation and Q&A, thanks to Syed's belief in her abilities. His encouragement helped her persevere and find confidence in her skills, making the apprenticeship a rewarding and transformative experience.

Abbie expressed her gratitude to Syed, praising his role as a supportive and inspiring tutor who made her journey both positive and memorable.

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Bannatyne

Abbie Robertson

Level 3 Team Leader Apprentice

Curious to learn more about our apprenticeship programme?

Email: business@learningcurvegroup.co.uk

Visit: www.learningcurvegroup.co.uk

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