



ASSIST

Knowledge Development



IS Business Analyst Apprenticeship (Level 4)

AKD

success
stories



Joanne

 Business Analyst
 LV=

Background

In 2018 LV= began a comprehensive programme to open up as much opportunity as possible to staff looking to learn new skills and take on new roles. The Business Analysis programme attracted 3 learners out of a total 25 apprentices.

Joanne had spent 11 years working as a Claims Consultant for LV before joining the apprenticeship programme. She was the go-to person for her colleagues if any issues arose.

Why did you apply for the apprenticeship?

My employer LV started a digital apprenticeship scheme for existing staff. I was at the top of my current role and felt a challenge was needed. The role of the Business Analyst particularly appealed as it talked about solving problems. This was something I knew I already enjoyed in my previous role and thought my skills could transfer.

What challenges have you faced during the apprenticeship?

The start of the apprenticeship was a very big challenge for me. I had to forget my previous role completely and start studying again for exams. This was a daunting prospect as I had not done this since my A levels many years ago. The second biggest challenge was becoming comfortable with being uncomfortable. It was strange going into new projects and not knowing anything. However, the business analysts techniques I started to learn through the BCS training started to assist with this and I soon learned that these techniques help you to understand the project and become comfortable as your knowledge increases.

What have you found rewarding about the apprenticeship?

Passing each BCS exam was a real confidence boost. It was also great sharing the exams and learning from the experiences of other apprentices.

Any other thoughts or comments?

I would highly recommend the apprenticeship scheme for anyone of any age. I did have some tough times, and had to personally challenge myself to self-motivate and study. Full commitment is required, but it's such a personal achievement to now have passed and to look forward to the continuation of my new career.