



## **Security First Line Manager L3**

### **Name, age, what Apprenticeship are you doing, level, and for how long?**

Zafar Janjua, age 45, Security First Line Manager L3 Apprenticeship, 18 months.

### **Why did you choose that specific Apprenticeship?**

I became Security Team Leader at Heatherwood Hospital, I felt that I needed to improve my knowledge in order to perform my role better so when the opportunity came to do this apprenticeship, I saw it as the best chance to improve my skills.

### **Was there any decision between the Apprenticeship route, and any other, E.G., university etc.**

I have been out of formal education for a long time, and I thought that going down the route of a university course would be overwhelming. The apprenticeship course would give me the flexibility to work and study with the support of a tutor who works with me on a one-to-one basis.

### **What has been your proudest achievement on your Apprenticeship to date?**

The first module that the course covered was leadership and management skills, this became very useful to when the pandemic began in February 2020. It became very challenging to be in a role of leadership and address the fears that staff were experiencing. There were many changes implemented by the Trust Operational Team and it was a challenge to get my colleagues to accept the changes and work together as a team.

### **What has work been like since COVID-19 outbreak, and how has your work changed because of it?**

There were so many changes in the role of Security Officer, we were the first to communicate with patient, visitors and contractors and had to explain the changes and health and safety procedures that were put in place to protect the users of the hospital like the one-way systems that had to be adhered to for the safety of all. At times I found my shift could be exhausting and trying to communicate whilst wearing a mask was very tiring I just did not have the energy to come home and work on my apprenticeship, my tutor was very understanding and gave me some time to adjust, a month later I started my course again.

### **How do you see your Apprenticeship helping you to build your career for the future?**

When I complete the Security Apprenticeship it would give me the opportunity to apply for senior roles but the achievement of completing the security apprenticeship at this stage of my life will instil in me a sense of pride that I can achieve the goals I set for myself.

### **What would your advice be to anyone thinking about doing an Apprenticeship?**

The Security Apprenticeship has modules that cover a wide range of skills that is beneficial to someone looking to advance in their career. It may seem difficult at first but set yourself targets to complete a few questions in each module every week and once this becomes part of your routine you will find it easier and you will surprise yourself at what you can achieve.