

## VOCATIONAL TRAINING SERVICES

# CASE STUDY

Name: Michelle Sheldrake

Course: Diploma Level 3 in Healthcare Support

VTS Tutor: Brenda Parker

Michelle was pleased to have Brenda as her tutor and says that “an effective introduction was delivered which explained the criteria and expectations as well as the context of the course. The monthly sessions were organised well, and the communication was extremely well organised...The first couple of months focused on the knowledge, skills and behaviours of nursing and core fundamentals of nursing which began to develop my knowledge and slowly transition from an HCA into an Apprentice Nurse Associate”.

The Level 3 Healthcare Support Diploma was beneficial to Michelle’s role in the hospital as “throughout the course, each module progressed my learning and I was able to reflect on nursing theories, use reflective modules and begin to expand my knowledge of the anatomy and physiology of the body”.

Michelle also says “I was able to reflect on my progression and my development, which has led me to the next stage of my nursing career, VTS have given me the opportunity to develop my knowledge and academic skills ready for my degree level. This course has been extremely beneficial, and I am grateful that I had Brenda as my mentor. The support I was given from Brenda throughout my time on the Covid wards and day-to-day life was helpful. I believe that Brenda supported myself with this course, however, showed compassion and understanding of the pressure of the job. I am extremely grateful and I was successful in passing this course and have now begun my final years of nursing!”.

We are so pleased for Michelle...“A true pleasure to work with”, says Brenda Parker.

Michelle attended zoom meetings every month during the pandemic and presented her work to a very high standard. “Michelle remained extremely motivated and a good team member within her group. She motivated others and worked in harmony with other people sharing good practices and her knowledge”.

Michelle completed her diploma within one year and a day and then undertook the endpoint assessment process and progressed to extending her higher order thinking skills, developing clinical practises, and progressing to the next career level of a nursing associate.

During her diploma, Michelle was faced with the COVID-19 pandemic and restrictions. Brenda, Michelle's tutor, said "the pandemic was a very stressful time for everybody, Michelle coped very well with the experiences that she had, and tried to keep a clear outlook on life and support her family during unprecedented times".

Brenda also claims "Michelle was observed with some aspects of her work as soon as Covid restrictions were lifted. She made very good use of her mentor, and her reflective practice is. The support she accessed from her mentor was second to none".

Well done, Michelle!