

Resource 1a: Case Study

Jesse's Perspective

I saw a job advert for an apprentice accountant. I want to work in finance and the pay sounded good! They also said I'd get advice from an experienced mentor.

I was excited and told all my friends I was applying for it. The job advert said I had to have grade 7+ in Maths GCSE, have passed five other subjects, and have work experience in either retail or finance.

I got a 5 in Maths, and I haven't had any work experience like that. But I didn't want to miss out, so I lied on my application form. I wrote down that I got grade 8 in Maths and that I worked in a shop at the weekends. I just hoped people wouldn't check.

It's not fair for me to miss out just because of a few details; I'm sure anything I don't know I can learn when I get there!



Employer's Perspective

When we got Jesse's application we were impressed. They had clearly worked hard at school, got good grades and the right kind of work experience. Lots of young people want this apprenticeship, and we can only choose one, so it's always a hard decision and we want to give it to someone who really deserves the help.

But when Jesse started, something wasn't right. Jesse's mentor raised concerns about Jesse being shy and unhelpful to clients on the phone. Jesse also struggled with basic maths, like using percentages. This led to major errors on our clients' accounts, and we had to apologise to them.

Jesse is completing online courses as part of the apprenticeship but has failed the exams so far. I'm so disappointed that we've wasted this apprenticeship, and I don't know what went wrong.

I have booked a meeting to speak to Jesse about it all tomorrow.

