

Case Study:

Employer - London Underground Limited

London

National Apprenticeship Service

Winner National 2011 EDI Apprentice of the Year Award

Sector	Transportation
Employees	13,000
Apprentices	150 (London Underground) 1000+ (supply chain)
Apprenticeship	Rail Transport Operations (Intermediate)
Provider	Four Counties Training
Age	18

Shauni O'Neill from Borehamwood started her Apprenticeship in September 2009, having already gained 11 very good GCSEs at school. Shauni has completed a Rail Transport Operation Apprenticeship.

This Apprenticeship offers training in areas such as Customer Service Assistant, Station Assistant Multi-Functional, Station Supervisor, Signal Operator and Train Operator.

London Underground (LU) depends on its operational staff to deliver a smoothly running transport service. It's a world where more than 13,000 members of staff, from all walks of life, work together to deliver a safe, efficient, reliable transport network that's fit for the 21st century.

The Apprenticeship

Shauni has been trained and has passed promotional assessments in every operational grade. As part of the Apprenticeship she is required to reach the same qualifying promotional assessment standard as employees applying for these positions.

Apprentices are assessed at every stage on their performance, through a combination of training and placements. Their development is supported by LU's Network Operational Learning Team and the training provider Four Counties Training which is responsible for their training programme.

Transport for London's e-Learning website offers employees the opportunity to carry out work related learning / development courses in their own time. After each course (typically lasting four hours) they complete an online assessment. The pass mark is eighty percent.



Shauni O'Neill accepts her London Apprentice of the Year award from Tim Campbell and Vic Grimes

Shauni said, "I have completed the courses with a pass mark of one hundred percent in most cases. As a self-starter this appealed to me greatly. I've spent 400+ hours in own time learning, expanding my core knowledge immensely."

Career progression

Shauni wanted to build a career and be successful in a very short time. The LU Apprenticeship offered her the chance to

learn new skills and develop herself professionally in a structured way while also gaining a nationally recognised qualification. Shauni says, "I'm the first Apprentice to ever have a 'placement' with a manager at director level and I've secured three such placements!

I've been an ambassador for the Apprenticeship Scheme. Most recently I've been chosen to represent LU on its recruitment website, raising its profile and encouraging new applicants. Our in-house publication is also soon to feature me as an outstanding apprentice.

Thanks to the Apprenticeship programme and my own efforts, I feel I've attained a unique insight into the business, making me a valuable, pro-active and productive asset. I mentor others when required."

"I'm proud to be an apprentice and have earned recognition both at work and by being judged apprentice of the year by the National Apprenticeship Service. I am proud to be a positive role model and ambassador for London Underground and Apprenticeships by helping the wider business appreciate what apprentices can offer. I love my job. It shows in everything I do."

Shauni O'Neill, apprentice

Shauni is a female apprentice in a male dominated environment, yet she has not been deterred nor sought special consideration.

She says, "I've gained the respect of my customers and colleagues I've worked with based on my achievements and a 'can do' attitude!

Part of my Apprenticeship programme was a course on the "7 Habits of Highly Effective

People". This showed me the power of taking control of my own career and having an "end in mind". This has helped me focus on what I want to achieve. My future career is an open book I can personally author thanks to my time as an apprentice!"

Eileen Barnard-Harris, London Underground Apprentice Scheme Manager says, "Shauni has worked extremely hard during her time as an apprentice, and has really made the most of the opportunities afforded her. She is very self-motivated and enthusiastic, and is always looking for ways to improve her knowledge.

She has real drive and determination, which is vital when working in such a traditionally male dominated environment. I believe that she will really reap the rewards in the future, for all of the work she has put in now.



Boris Johnson and Shauni O'Neill

Apprenticeships are good for business:

- **88% of employers who employ apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce.**
- **83% of employers who employ apprentices rely on their Apprenticeships programme to provide the skilled workers that they need for the future.**