



## About the Smugglers and Pirate Experience

Located in Brixham the Smugglers and Pirate Experience is Devon's premier indoor family friendly visitor attraction. The spectacular walk through attraction also offers a fabulous gift shop and a variety of refreshments at the 'Smugglers Retreat'. Follow the Smugglers and Pirate Experience on Twitter @Smugglerspirate

Liz pledged an apprenticeship start as part of the T4T pledge campaign. She reserved her £500 apprenticeship grant when Smugglers employed Laura. *'The grant was one of the factors that helped us decide to employ and apprentice but by no means the deciding factor. Money should never be a sole reason for moving forward with such a decision. You must want to take a person on for the right reasons.'*

## Apprentice Laura

Laura has had one year retail experience and has finished school and college. Due to her love of retail she decided to do a Retail Level 3 apprenticeship with the Smugglers and Pirate Experience in Brixham.

### Why did you choose to become an apprentice?

'I chose to do an apprenticeship in retail because I love retail and how much it can change and vary. I also love working with customers in a customer facing environment. To be able to do this apprenticeship I have moved some 25 miles away from home, I have to find my own transport but I am coping well with the situation.'

### What positives and opportunities have you gained from your apprenticeship?

'I have had the opportunity to develop my skills such as the way I talk and deal with customers and deal with hard and difficult situations under pressure.'

### What are your future career plans & aspirations?

'I would love to work within the aviation industry e.g. Cabin Crew. If not I would love to go into the marketing side of retail.'

## You're most memorable positive experience during your apprenticeship so far...

'A couple came into us to have a meal (we also do food) and told me that I was doing a really good job and they really enjoyed the service I gave.'

## Employer Elizabeth Pippett

### Why did you choose to take on an apprentice?

'We as an employer are very keen to give young people a chance to work towards a recognised qualification in a work place environment. Not all young people flourish just at college so to be able to offer a combination is a real pleasure.'

### What positives have you experienced from taking on an apprentice?

'I was fortunate to know Laura before we took her on so I knew what she was capable of. Young people offer a breath of fresh air to company and to be able to mentor a young person is a real joy. I believe as a company it helps us focus and move forward with new ideas and concepts'

### How has Laura progressed & succeeded in her role?

'Laura is well on the way to becoming a confident and very capable member of the team. Every day she is happy to expand her range of tasks with a minimum supervision but is equally as happy to ask for help when needed. I am more than happy with her progression and hope it will continue at this pace in future.'

### Employer Advice:

'The whole experience of taking on an apprentice has been made very easy by the assistance that was given me by the TDA from the outset. I have employed apprentices in my previous job roles so I was very keen to replicate that success here at the Smugglers.'