



## Graduate Profile

### Charlotte Pickery

National Certificates in Business (First Line Management) Levels 3 & 4 Graduate



Packing Supervisor, API Consumer Products

Charlotte was very nervous about undertaking her course because she imagined it would be like going back to school and that had not been a good experience for her. However, she was determined that she would succeed with the programme.

“The tutor was fantastic. She answered all my questions and broke things down into simple terms when I didn’t understand.” says Charlotte. “I found the first two written assignments quite hard and I had to do some rework on them but that was a good learning experience.”

Charlotte feels her confidence has increased significantly from the programme. She beams with pride when talking about her team and she feels it has really helped her recognise and understand her role.

Lisa Shilliday (Human Resources Manager) at API Consumer Brands says that the changes we have seen in Charlotte and are enormous.

“I have seen that she can now deal with any given situation in a more confident manner, which makes my job that much easier too! I am proud of the way she stepped up to the challenge when she hadn’t undertaken any formal management training before. She is really flourishing in her new role and the investment we have made in her will also see the company in a good position for the future.”