



The Apprentice Scheme was first introduced to Aytel Systems Limited by Scott Margison, MD of Semester: Learning & Development Ltd. It has been an extremely positive experience for both Aytel Systems Limited and the apprentices hired. Scott took us through a process of identifying our employee gap and detailing our internal requirements. Scott was very approachable and informative in every aspect of the experience and how the process was going to be delivered to Aytel. Aytel employed two Apprentices under the IT scheme sponsored by the Welsh Government in October 2015. The hiring process created by Scott was designed to fit Aytel specification and needs, and the process was seamless in getting the right candidates through the door.

Garin Jones, joined Aytel in the October 2015. Garin had no previous background to IT and was looking for a change in career. He had come from the retail and business admin background and had 5 years of customer service experience behind him. He was ready to take the next step to learn and develop in IT. When we first met Garin, he had all the qualities we were after as an employer, and he had the perfect fit from a customer support angle. Since joining the team, he has leapt leaps and bounds and whilst it was an initial struggle to learn a new subject in a fast paced environment such as Aytel, within six months of joining, Garin showed true engineering skills and customer awareness. His ability to multitask and keep the customers updated was truly a passion that was waiting to be released with the right support around him. He is a very conscientious young man and is very hardworking in keeping customers up-to-date in supporting them. He is very hardworking and it shows clearly in the coursework that is monitored by Scott on a monthly basis. Garin has extreme attention to detail here in his work at Aytel. As employers, we have been overwhelmed by Garin's nature to "get on with it" and he has been a perfect fit with the rest of the team here at Aytel.

Jake Reed-Smith, joined Aytel in the October 2016. He had a background in computing and needed a route to enhance and develop his skills in IT and communication. He is very technically minded in his approach towards all challenges that he is given. He has a detailed mathematical eye in which he uses very well to process instructions given to him. When he came for his interview at Aytel, it was clear that he had a passion for IT and that he was a very intelligent young man. Whilst it was a struggle initially for Jake to be exposed to a very customer facing environment, he has been working closely with Scott and has been given the right training instruments to close this gap. Scott has made Jake more customer aware by providing him the right training material to handle daily dealings with people. Jake is now very comfortable in speaking to customers and has become empathetic in his approach towards them. He is learning the art of soft skills and complimenting it with the support structure of the apprentice IT technical training scheme. As employers, it is a pleasure watching the growth of your individuals develop into fine young employees.

The experience to Aytel is one that we never thought would turn out the way it did. We were blessed to have two individuals with differing characters and abilities, and due to the apprentice scheme process being very supportive in every aspect both social and educational, we are able to help in the continues growth and development of both Garin and Jake. I would highly recommend this process to any employer looking to take on apprentices to match their internal and external business environment.

**Aytel Team Night Out  
March 2016**



Garin and Jake have integrated very well with the team as seen on our Aytel Team Bowling Night Out pictured above.