



Caleb Bailey

Refrigeration and
Air Conditioning
apprentice at
Carrier Solutions.



What and where I'm studying:

I'm Caleb Bailey, a 2nd Year apprentice studying Level 3 Refrigeration and Air Conditioning at Manchester College Group in Wythenshawe. I started my apprenticeship in September 2023.

Current role:

I'm an Apprentice Product Manager at Carrier Solutions UK. My role involves building an in-depth understanding of our product lineup, the unit qualities, pricing and product specifications.

I've already worked on some big projects, including creating new product bulletins and developing a comprehensive product crib sheet. The document includes key specifications and selling points for our units, making it a valuable resource for our Regional Sales Managers (RSMs) and customers. Another project involved designing a marketplace comparison sheet, which helped highlight how our products stand out in the competitive landscape.

What I wish I knew sooner:

I wish I had discovered the Carrier Learning Portal earlier. As a new apprentice straight out of high school, my industry knowledge was very limited. The Learning Portal offers lots of educational and practical courses. For example, my role often requires me to use PowerPoint and Excel, but I had very little experience with them prior to Carrier Solutions so I only knew the basics. I went onto the portal and found a course that really helped me get to grips with them, and now, if there are any gaps in my knowledge, I can jump on the Carrier Learning Portal and find a helpful course.

Best tip:

Be willing to learn. Knowledge is really important if you want to stand out from the crowd. Don't waste time with inaction when you could be researching information to help you finish a project or build your expertise. For example, before my interview at Carrier Solutions, I researched the history of Carrier and the air conditioning industry. I looked into the company story and ethos and why it was so important. The preparation helped me in the interview and demonstrated my genuine interest in the company and the sector. Research will help you excel. It shows you are interested in learning and pushing yourself to achieve.

To explore apprenticeship opportunities with Carrier, call 01372 220 220 or visit www.carrier.com/commercial/en/uk.

About Carrier

Founded by the inventor of modern air conditioning, Carrier is a world leader in high-technology heating, air-conditioning and refrigeration solutions. Carrier experts provide sustainable solutions, integrating energy-efficient products, building controls and energy services for residential, commercial, retail, transport and food service customers. Carrier is a part of Carrier Global Corporation, global leader in intelligent climate and energy solutions that matter for people and our planet for generations to come. For more information, visit www.carrier.com or follow @Carrier HVAC Europe on LinkedIn.

Something I found difficult but overcame:

At first, I struggled due to my lack of industry knowledge. The transition from secondary school to a full-time role and college was challenging, and the days felt much longer. To overcome this, I focused on teaching myself as much as possible—watching HVAC-related YouTube videos, doing quizzes, and collaborating with other departments to increase my understanding and skill set. Over time, my resilience has paid off, and I've gained the knowledge and technical confidence I needed to complete tasks quickly and independently.

Favourite part of my apprenticeship:

Currently, my favourite part is attending college every Wednesday, as I enjoy learning all the aspects of my trade. I'm also excited about upcoming opportunities to shadow my boss during meetings and customer visits, which will give me more practical insights into the business.

Most challenging aspect:

The most challenging part for me has been some of the research-based work tasks, but I've learned to stay resilient and keep searching. When I'm stuck, I've found that seeking guidance from my boss helps point me in the right direction. It's always a buzz in the end, knowing my determination has paid off.

Aspirations for the future:

Once I complete my Level 3 in Refrigeration and Air Conditioning, I'd like to continue my education by pursuing an HNC and HND in Building Services. I feel that these qualifications will not only improve my ability to excel in my current role but also position me for future growth within the company. My ultimate goal is to progress within Carrier, working my way up the ladder and contributing to the success of the business.

