

# Apprenticeships

Case Studies 2023



**APPRENTICESHIP  
TAILORED TO YOU**



**NO COST TO  
THE LEARNER**



**DEVELOPMENT  
OPPORTUNITIES**



**WSCC COMMITMENT  
TO YOU**



**ACHIEVE A  
QUALIFICATION**

# Contents

**Ryan Kappa**

Level 2 Recruitment Resourcer

Page 3

**Jessica Smith**

Level 3 Business Administrator

Page 4

**Daniel Clement**

Level 4 School Business Professional

Page 5

**Jess Meagher**

Level 4 Corporate Responsibility and Sustainability

Page 6

**Duncan Harris**

Level 5 HR Consultant / Partner

Page 7

**Nichole Warren**

Level 6 Teacher

Page 8

**Rachael Potter**

Level 7 Play Therapist

Page 9

## Ryan Kappa

Level 2 Recruitment Resourcer



Ryan is currently studying the Level 2 Recruitment Resourcer apprenticeship in the HR & OD Resourcing Team. Ryan joined WSCC as part of the Government's Kickstart Scheme and very quickly progressed into a permanent post. After joining the Resourcing Team as an apprentice, Ryan has since been promoted into a permanent position.

### Why did you choose an apprenticeship?

I saw it as an opportunity to learn and develop knowledge whilst working in my full-time role, where I can put learnt knowledge into practise.

### What are the rewards of doing an apprenticeship?

The rewards of doing the apprenticeship are that I have gained a better understanding of the recruitment industry, and different scenarios and areas that play a part in the industry.

### Would you recommend apprenticeships to others?

I would highly recommend doing an apprenticeship as it allows you to learn and earn whilst also gaining knowledge and a qualification, which can help you in your career path.

### Do you have any advice for future apprentices?

Work hard, complete tasks on time and, plan and use the time you have effectively.

### How has your apprenticeship benefitted you?

It's allowed me to gain a better understanding of different areas and use previous knowledge in my work.

### What do you feel are the advantages of doing an apprenticeship over other training or education?

Some advantages of doing the apprenticeship are that it allows me to earn and learn and learn at my own pace.

### Are there any downsides to doing an apprenticeship?

I don't see any downsides to the apprenticeship as it's an opportunity to learn and gain more knowledge.

### What are your future plans?

My future plans are to gain the qualifications which will allow me to move up the career ladder and I am aiming to gain a Chartered Institute of Personnel and Development (CIPD) qualification.

## Jessica Smith

Level 3 Business Administrator



**Jess works for the Highways, Transport and Planning Team in a split role that supports both the Business Assurance and Planning teams. Jess has been studying the Level 3 Business Administration apprenticeship since Spring 2023 and her team is already benefitting from what she has learnt on her apprenticeship.**

### **Why did you choose an apprenticeship?**

Prior to working at WSCC, I had completed two apprenticeships. I chose to complete another apprenticeship as I already knew the benefits of putting my learning into practice during day-to-day work.

### **Why did you apply for your apprenticeship?**

I applied for the Level 3 Business Administrator apprenticeship to develop and enhance the skills I have and learn further knowledge to complete a wider range of computer-based and project-based tasks. It is also a good course to study which can be used within a huge range of roles and is a great first step on your learning journey.

### **What are the rewards of doing an apprenticeship?**

An apprenticeship allows you to learn and put things into practice throughout day-to-day tasks. This means that the knowledge and skills you are learning can be made relevant to your role and it is particularly useful if you learn better by 'doing' rather than listening. You also obtain a formal and recognised qualification.

### **Would you recommend apprenticeships to others?**

Yes! Apprenticeships are a great way to learn new knowledge and skills. There are loads of courses to choose from and you are supported throughout the whole duration. WSCC is a great place to study an apprenticeship as there are many others who have experienced/are experiencing their own apprenticeship journey.

### **Do you have any advice for future apprentices?**

Ask as many questions as needed to ensure you are fully aware of the expectations/requirements/course content before going ahead. Once on the apprenticeship, complete notes, log key words/phrases/processes, keep your off the job training hours record up-to-date and utilise all the opportunities to learn!

### **What are your future plans?**

Whilst I am unsure on my exact career path, I do have a particular interest in apprenticeships and supporting others, so I hope to complete another apprenticeship to build on my mentoring/managing skills and eventually find myself in a role that can help others with their own goals and aspirations.

## Daniel Clement

Level 4 School Business Professional



**Daniel is currently doing a Level 4 School Business Professional apprenticeship. Daniels works at Leechpool Primary School and has been on the apprenticeship since June 2023. Daniel previously completed an IT technician apprenticeship before undertaking the level 4 qualification.**

### Why did you choose an apprenticeship?

An apprenticeship offered me a great opportunity to gain real world, workplace experience whilst learning and getting a qualification - it was a great alternative to going to university. This way I am able to learn whilst I earn and gain that valuable experience which is so vital in the job market.

### Why did you apply for your apprenticeship?

I always thought that working in a school would be interesting. No two days would be the same, twinned with the fact that I would be playing my part in helping the next generation, made the decision to apply so simple. I started off my apprenticeship journey by applying for an IT Technician Apprenticeship, and completed this apprenticeship over two years, and throughout this time, I got valuable exposure to many different avenues available in the school. When the opportunity arose for me to stay with my current school and study for the Level 4 School

Business Professional apprenticeship, I jumped at the opportunity. I know how valuable an apprenticeship is and I would be getting the opportunity to learn about brand new areas of work, gain experience in the business functions of a school, and get a recognised qualification.

### What are the rewards of doing an apprenticeship?

For me, I get the biggest satisfaction and reward from an apprenticeship when I can put into practice the knowledge and skills I have learnt, and that this knowledge and expertise is able to help someone else. That feeling is unmatched!

### Would you recommend apprenticeships to others?

I absolutely would! They offer the opportunity to learn, to get real world experience in an industry, and to get paid for it.

### What is the most valuable skill you have learned during your apprenticeship?

For me it is staying calm under pressure and working in a methodical way. Schools and especially the business operations of a school can at times be time-pressured, but to work in a methodical way and by asking questions when you are unsure about anything means that the pressure soon lifts and you can successfully complete your tasks.

### Do you have any advice for future apprentices?

Ask questions if you are unsure about anything! I am sure that there will be times when you are unsure about how a system or a concept works, either generally or in practice, and asking if you are unsure in these situations is something you should absolutely do. There is no such thing as a silly question.

### What are your future plans?

Currently, I am going to study for my Level 4 School Business Professional qualification until early 2025.

## Jess Meagher

Level 4 Corporate Responsibility and Sustainability



**Jess is currently undertaking a Level 4 apprenticeship in corporate responsibility and sustainability in Place Services. Jess has been a great supporter of the WSCC Apprenticeship Programme and both Jess and her team are reaping the rewards of her apprenticeship already.**

### Why did you apply for your apprenticeship?

I started my current role at the Council just over a year ago after previously working at WSCC in another role for around two years. The transition to my new role highlighted a few areas where there were gaps in knowledge and experience that I could develop in order to grow into the role. I was offered the opportunity to undertake an apprenticeship alongside my business-as-usual work, to accelerate my learning, development, and get a qualification whilst generally becoming more effective in my role.

I embraced the opportunity to further my subject matter expertise in climate change specifically. This was a particular motivator for me applying for my apprenticeship. As there is limited subject matter expertise in this area within my directorate, it has helped to grow in my own knowledge and understanding, grow my skills and knowledge, and benefit the directorate more widely.

On a personal level, I also wanted to apply for an apprenticeship to enhance my employability and development, learning for free whilst also getting paid

to learn. So far it has been a rewarding experience and has helped me develop in areas of project management, budgeting, and communication, as well as more climate and sustainability specific areas like environmental, social and governance (ESG) reporting, carbon reduction, and sustainable practices.

### Would you recommend apprenticeships to others?

I would recommend an apprenticeship to others. Whether it's an opportunity to kickstart your career in an entry level role or develop skills and knowledge in a more senior position, it's a brilliant opportunity to continue learning beyond school or university. For me, an apprenticeship has shed new light on areas I didn't necessarily realise I wasn't so developed in and has meant I can pose a new perspective on various matters to my team, offering ideas for improvement.

I have been pushed outside my comfort zone on some occasions, which has given me greater confidence when approaching new and unfamiliar circumstances in my day-to-day role.

### What benefits has your apprenticeship brought you? To your team? To the organisation as a whole?

My apprenticeship has filled gaps in my knowledge in the area of sustainability and climate change, which has enabled me to plan and start to deliver the Highways, Transport and Planning's Climate Plan. I also feel more empowered and equipped to support my team and directorate in climate change related queries and advice.

### What do you feel are the advantages of doing an apprenticeship compared to other training or education?

Doing an apprenticeship has enabled me to learn modules directly relevant to my role while working. This has helped me to apply what I've learnt directly to my work environment and cement what I've learnt by applying it to real world scenarios.

## Duncan Harris

Level 5 HR Consultant / Partner



**Duncan has recently completed the Level 5 HR Consultant Partner apprenticeship, with Chichester College Group. Duncan is a Recruitment Services Manager within the WSCC Resourcing Team.**

### Why did you choose an apprenticeship?

I was looking to broaden my knowledge of HR to help me in my current role and how my team interacts with the various elements at WSCC. In addition to this I wanted to help develop my career and give me wider opportunities to develop in the future. The apprenticeship allowed me to do this around my professional and personal commitments.

### Why did you apply for your apprenticeship?

My apprenticeship would enable me to gain a professionally recognised qualification and support my aspirations of developing my knowledge and future career across the wider HR organisation.

### Would you recommend apprenticeships to others?

I would recommend an apprenticeship for anyone at any stage in their career. It works around your current

commitments and gives you the opportunity to learn and develop for free!

### What is the most valuable skill you have learned during your apprenticeship?

Evidence-based practice is probably the most important new skill I have developed and learnt more from the apprenticeship. Doing research and getting information to back my proposals and conversations with stakeholders has helped me in being more persuasive and progress things further than I had previously.

### Do you have any advice for future apprentices?

Ensuring you have time planned to complete the relevant research and reading is important, keeping momentum and a strong plan helped me keep on track and motivated, alongside making sure you ask for support if you feel you need it from tutors or mentors.

### What benefits has your apprenticeship brought you? To your team? To the organisation as a whole?

The apprenticeship has helped bring me a broader appreciation of how my recruitment team can work more cohesively with the wider HR organisation at WSCC. I have been able to share key information/ learning with my team and the skills learnt have helped us develop wider relationships across the organisation.

### What do you feel are the advantages of doing an apprenticeship compared to other training or education?

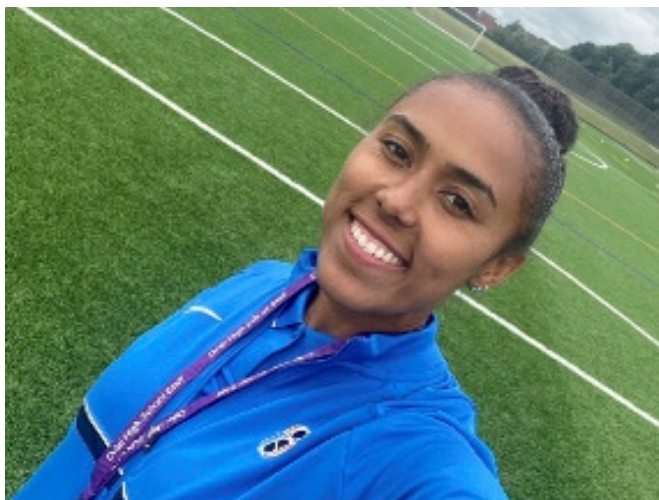
An apprenticeship gives you flexibility to study around work and find a balance. It draws on experience from the workplace which helps add to what you do and put it in to a real life (less abstract) example.

### What are your future plans?

I am looking to build on the level 5 apprenticeship that I completed and would be looking to progress on to a level 7 apprenticeship in the next 12 – 18 months.

## Nichole Warren

Level 6 Teacher



**Nichole is currently studying the Level 6 Teacher apprenticeship, whilst working as a trainee teacher at Oriel High School. Nicole started her apprenticeship in June 2022 and is thoroughly enjoying her studies.**

### Why did you choose an apprenticeship?

I chose an apprenticeship after researching different ways to become a qualified teacher and wanted a chance to change my career whilst still having a salary.

### What are the rewards of doing an apprenticeship?

Having the in-school experience as well as the support and studying element of university whilst having an income. I have been able to change my career whilst qualifying to become a teacher.

### Would you recommend apprenticeships to others?

I would definitely recommend an apprenticeship to others. A teaching apprenticeship is ideal for someone who is later in their career or wanting to change their career like me whilst having that income support.

### What is the most valuable skill you have learned during your apprenticeship?

The teaching skills learnt over the last year are definitely the most valuable.

### Do you have any advice for future apprentices?

Try and stay organised with the paperwork you have to do, completing forms as you go through the course rather than leaving them to the last minute. It may feel a little overwhelming at times with all the forms, work, lesson planning, and assignments you have but you will get through them all.

### What benefits has your apprenticeship brought you? To your team? To the organisation as a whole?

Providing support and regular communication between my mentor and the university to help aid my learning.

### What do you feel are the advantages of doing an apprenticeship compared to other training or education?

The apprenticeship offers high level training and lectures, a hands-on experience, three qualifications in one including, PGCE, QTS, and the apprenticeship.

### What have been the challenges of doing undertaking an apprenticeship and how have you overcome these?

There is a lot of work involved and it is hard to manage everything you need to do, keeping track of off the job training log, lesson plans, university forms, assignments, and finally trying to improve your teaching practices. As previously mentioned, staying organised is key, as this allows you to slowly go through each thing you need to do day to day and week by week instead of piling up everything and leaving it to the end. As I was organised, I was able to fully focus on my end point assessment at the end of term as everything else was complete.



## **Rachael Potter**

Level 7 Play Therapist



**Rachael is currently studying the Level 7 Play Therapist apprenticeship within Jessie Younghusband Primary School.**

### **Why did you choose an apprenticeship?**

I particularly wanted to train to be a play therapist and was very excited that West Sussex County Council offered this course. I felt that this apprenticeship would work well alongside my usual role and would allow me to qualify to become a Play Therapist at some point in the future.

### **What are the rewards of doing an apprenticeship?**

The training so far has been of a very high quality. I have enjoyed all the study so far and also getting to know my cohort. I feel that the new skills I am acquiring also benefit my work at school. I would definitely recommend the play therapy course to others considering a career in this area.

### **What is the most valuable skill you have learned during your apprenticeship?**

Learning to deliver therapy to children - although I still have a long way to go, but so far, I have learnt a lot. I think making the most of the training on offer is vital when doing an apprenticeship and something I'd definitely advise future apprentices on any course.

### **What benefits has your apprenticeship brought you? To your team?**

The apprenticeship has brought benefits to both me and my organisation as a whole. To me: new skills and inspiring teaching and learning. To my team: insights I can share. To my school: a new skill I can offer.

### **What do you feel are the advantages of doing an apprenticeship compared to other training or education?**

I feel very privileged that I can access such a high-quality course for free, as I would not be able to do it otherwise. I am fortunate because it fits into my work very well and I can continue to work and earn as I do it. My school has been very supportive, which has really helped.

### **What have been the challenges of doing an apprenticeship and how have you overcome these?**

The main issue is completing the off-the-job training hours and making this fit into work, although as I said, my school has been very supportive. My other problem is that because I am part-time and currently work in more than one school, it will take me much longer to complete the course. This is because it is based on my official hours for only one school. Although my actual hours are far greater there and I work for other settings that pay into the apprenticeship fund, I can only work on what I am officially contracted for in one setting. However, my hours at one school increase in September so that should help. The other thing I have found a challenge is some of the management of systems, e.g., the off-the-job-training log which is unwieldy and time-consuming to complete.

### **What are your future plans?**

I hope to continue in my current role until I have completed my apprenticeship. After that, I would like to combine my current work with play therapy work.

