

Celebrating Success at National Apprenticeship Week

Emma Sandford, Lifeways Cranmere Court

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Emma achieved her Level 3 Diploma in Health & Social Care in 2017 with Lifetime Training, at which point she was a Team Leader. She has been able to progress her career ambitions now working as Service Manager at Cranmere Court. Not only has she taken on more responsibilities at work but has also started her Level 5 Care Leadership & Management which she is now close to achieving with her Lifetime trainer, Dawn Martell.

Dawn caught up with Emma to reflect on her learner journey and what motivated her to grow her career with Lifeways.

How did you first hear about the apprenticeship opportunities?

My area manager at the time had put my name forward to complete the course.

What has surprised you the most?

That I knew more than I thought I did. I'm not very academic, so having to write things down can cause some anxiety, but I actually found that I could write this down more confidently than I thought I could because of the knowledge I have from my day-to-day responsibilities. What surprised me the most was that I understood the questions in the Level 5 much better because of my experience with doing the level 3.

How does the apprenticeship fit around your personal life?

The level 5 is hard because I am a busy person and much more busy now with the service manager role. So I have had to complete most of the studying and assignment writing outside of work hours.

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What support have you had from your managers?

They gave me an incentive on completion. They have been always supportive of my time with my trainer when we would have our visits on site.

What are your next ambitions?

I am very happy at where I am now because my qualifications have taken up quite a lot of my time due to doing both back to back. I am proud that I have achieved what I have but I am looking forward to doing my normal on the job activities.

What did you think of the training you received from your trainer?

Brilliant! Dawn is really understanding, really helpful. She is really easy to communicate with which is just brilliant to have because of how approachable she is. I always felt comfortable with asking for extra support and therefore the training was always well received. Couldn't have asked for anything better!

What advice would you give someone thinking about doing an apprenticeship?

Give it a go, I think apprenticeships are good because you do learn! Don't be frightened of them and don't think you can't fit it in, because you can!

**For more information on apprenticeships contact either your
Line Manager or the Training Office at training.admin@lifeways.co.uk**