

Celebrating Success at National Apprenticeship Week

Natalie Cutting, Lifeways Wycar Leys Bulwell

we listen
we respect
we deliver

Natalie is currently completing her Level 5 Care Leadership & Management Apprenticeship with Lifetime Training. Leanne Toth, Natalie's Lifetime Trainer, caught up with Natalie to understand what her motivations were for progressing her knowledge and skills.

Leanne knows that the success of Natalie's achievements have been down to Natalie's great work ethic and keen approach to adding to her knowledge and skills. Leanne caught up with Natalie to reflect on her apprenticeship journey.

How has the qualification fitted in with work and personal life?

It has worked around the process for the service and enabled me to find solutions to the dilemmas and problems we were having. But around my personal life, I've just found time to fit it in wherever I can because I want to achieve it.

What surprised you most about doing the qualification?

The level of knowledge I've retained! I have this because of the training, when looking back on past assignments I am so proud of what knowledge I have retained. I use this knowledge everyday but having to relay this knowledge through the assignments, I pleasantly shocked myself at what I know!

How have you found the support of Lifetime Training?

My trainer has been very supportive, gives very good feedback and is really empowering due to her fantastic knowledge of the subject.

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Have you made any special achievements along the way?

The service did have a few problems when I started my Level 5 and along the way we have made some changes to the quality and standards. We've created new documentation and new policies.

I was first dreading the research project when I enrolled to the qualification, but I have pleasantly surprised myself at what I have achieved with this. The research I have developed focusses on improving communication and gaps in this communication which has allowed me to see where additional training needs to be developed to improve this quality of service. Importantly through making staff more aware of their job role and knowing where development is needed.

What are your future ambitions?

I want to complete my Level 5 to a very high standard and hopefully become a Registered manager one day. For now, I would like to continue striving for higher quality services. Recently we have received a "Good" grade which has been an absolute achievement for everyone working on the provider improvement plan.

What advice would you give to someone looking at starting an apprenticeship with Lifeways?

If you want to further yourself in what you know and if you're passionate about what you do then you should 100% do this! Just keep in mind that you have to be willing to wanting to complete the training.

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