

## Care Sector Apprenticeship Case Study

LDC advertised for a general office apprentice in April of 2018. The apprenticeship included a qualification in Business and Administration at Level 2.

Sarah's background was in retail and she had limited office experience, however, she showed a great deal of empathy whilst talking to staff when attending for interview, obviously a transferrable skill, so Sarah was successful and soon became a valuable part of the HR team and amended her apprenticeship from a general office administrator to focus on HR.

Working closely with the HR team she seemed to naturally veer towards recruitment and was soon contacting potential employees, gaining references and facilitating the DBS process.

Throughout Sarah's apprenticeship she had regular meetings with her QCF assessor from



E-Training who guided her through the course and ensured her employer was steering her onto a meaningful future pathway for employment. Sarah worked very hard on both the qualification, this included working on her core subjects, maths (not a favourite subject), and the job in hand.

The employer ensured Sarah had the required 20% off the job time to work on her qualification and had regular supervisions and training sessions with the HR team. For example, Sarah was able to sit in on interviews as part of the off the job training as once felt confident was soon able to participate fully, often leading with HR guidance and she attended job fairs with the team to gain additional experience. Now as a fully fledged member of the LDC team she can lead interviews and man job fairs independently.

Sarah has achieved her Level 2 in Business and Administration and has been offered a permanent role at LDC as an HR assistant.

***Sarah says "It has been nice to learn something new and have great support along the way. It's definitely helped me get on the ladder in the HR world and, without the apprenticeship, I wouldn't have had the confidence to try and get a job in HR as I had no previous experience. Sarah is now signed up for the CIPD Level 3 Certification.***