

APPRENTICESHIPS

Case Studies 2025



**APPRENTICESHIP
TAILORED TO YOU**



**NO COST TO
THE LEARNER**



**DEVELOPMENT
OPPORTUNITIES**



**WSCC COMMITMENT
TO YOU**



**ACHIEVE A
QUALIFICATION**

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Jess Smith

Level 3 Business Administration



Jess started her apprenticeship in Highways, Transport and Planning in March 2023, then transferred to a fixed-term promotion within HR & OD - Apprenticeship Team, as their Apprenticeship Coordinator.

Jess completed her apprenticeship in November 2024 with Chichester College Group.

Why did you choose an Apprenticeship?

Prior to working at WSCC, I completed two apprenticeships in Early Years. I chose to complete another apprenticeship as I already knew the benefits of putting my learning into practice during day-to-day work. I applied for the Level 3 Business Administrator apprenticeship specifically, to develop and enhance the skills I had and to learn further knowledge to complete a wider range of administration, computer-based and project-based tasks.

What are the rewards of doing an apprenticeship?

An apprenticeship must be relevant to your role therefore, the knowledge, skills and behaviours you are learning can be put into practice instantly. This is particularly useful if you learn better by 'doing' rather than just reading and listening. You also obtain a formal and recognised qualification!

Do you have any advice for future apprentices?

Ask as many questions as possible prior to enrolment and during learning sessions! Write notes, log key information and keep your off the job training hours record up to date. Most importantly, utilise all the opportunities to learn!

Would you recommend apprenticeships to others?

Yes! Apprenticeships are a great way to learn new knowledge and skills. There are lots 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.

What are your future plans?

To study another apprenticeship! I have a wide range of interests, including supporting others, learning & development, data analysis, and process improvement. There are apprenticeships for each option, so depending on which route I choose to follow, I aspire to complete further training.

Megan Hoare

Level 3 Teaching Assistant



Megan was recruited as an apprentice by her employer, Manor Green College in Crawley. Megan completed the apprenticeship in 2022 and studied with Chichester College Group.

The Teaching Assistant apprenticeship supported key aspects of her job role. Megan is now in a permanent role and her plan is to continue working with and supporting children and young people, both in and out education.

What was the most valuable skill learnt during the apprenticeship?

The apprenticeship supported Megan to gain a greater level of understanding of the job role, including how to support the teachers and students at the college.

What support was offered from the Training Provider?

Megan received regular one-to-one meetings with her tutor and utilised her off-the-job learning hours to catch up with her tutor during the school day.

Questions to Megan:

What are the rewards of studying an apprenticeship?

Apprenticeships allow you to learn on-the-job and gain encouragement and support from other experienced members of staff.

Would you recommend apprenticeships to others?

Yes, especially as you can work and gain experience, as well as earn money at the same time.

Do you have any advice for future apprentices?

Stick to the deadlines, so you do not find yourself drowning in paperwork.

What were the challenges of undertaking an apprenticeship and how have you overcome these?

It was challenging to complete the coursework whilst working full time but, the apprenticeship helped improve my organisational and time management skills by meeting tight deadlines.

Connor Paisley

Level 4 Improvement Practitioner

Connor is an Early Years Training and Events Apprentice within Education and Skills.

Why did you apply to study an Apprenticeship?

I originally applied for a level 3 apprenticeship position to gain experience working within an office environment. However, following interview, I was offered the higher-level apprenticeship. I felt this would open a lot of possibilities for my future due to its diverse learning and skills.

What are the rewards of doing an apprenticeship and what benefits has your apprenticeship brought you, your team and the organisation?

While I initially found my apprenticeship difficult, it has taught me a lot about working with others, developing new working styles, and adapting to different environments. It has allowed me to learn on the job and at my own pace which has been helpful. I feel that the rewards of doing an apprenticeship are the opportunities you get to learn and grow in lots of different ways. My apprenticeship has worked to improve aspects of my team's processes and positively impact the organisation through following an improvement-based learning structure.

It has also helped me grow in my ability to present information, going from a very shy person to being told at my latest review that I am a born public speaker! My apprenticeship has helped me to overcome barriers that were in place for me when looking at future opportunities, by allowing me to gain skills while I work.

What have been the challenges and how have you overcome these?

I had challenges at the start of my apprenticeship journey due to undiagnosed neurodivergence. I found it hard to learn online and to speak up when I didn't understand something. The biggest thing for me was reaching out to my managers and colleagues about the challenges and how these could be improved. This allowed me to speak with the apprenticeship provider to raise the issues. I overcame these, which positively influenced my experience.

What are your future plans?

To finish my apprenticeship with a merit or distinction grade! I am on track for this and excited to see what I can achieve. After, I hope to stay within West Sussex County Council as I've really come to love it here and to advance into further roles in which I can utilise my new-found knowledge and skills.

Ellie Blackford

Level 4 School Business Professional



Ellie is a School Business Manager at The Meads Primary.

Ellie completed the Level 4 School Business Professional apprenticeship in 2023 and is now studying the Level 2 Accounts or Finance Assistant Apprenticeship.

Why did you apply for your apprenticeship?

I wanted to study a course that benefitted my role and aided my career progression. I felt an apprenticeship gave me the flexibility I needed but also, the focused insight to the content and structure of the course. I had worked my way up from School Secretary to School Business Manager quite quickly and although I felt confident in the role, I wanted to ensure I really knew and understood the key aspects, so there was nothing to lose!

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

The apprenticeship taught me valuable skills as well as enhancing the skills I already had. From communication, understanding the importance and seeing the benefit of clear communication with my employer as well as my team and colleagues, to organisation, both of my time/workload, as well as, of projects that I have carried out.

Would you recommend apprenticeships to others?

Definitely! It is a great way of networking outside of your locality.

The apprenticeship is structured in such a way that it can be completed in your off the job training hours, so the course can be planned around the busy times of the school year. It benefits your career, allows you to progress and gives you confidence in what you are doing, adding invaluable skills to your day-to-day life.

What benefits has your apprenticeship brought you, your team and the organisation?

I feel more confident at leading a team and organising and running projects. I have greater confidence in my own knowledge to challenge others where necessary.

Do you have any advice for future apprentices?

Time management is key. Make sure you give yourself time to focus on the course, and complete the work in the timeframes given, don't let it build up! My apprenticeship was delivered online which gave me flexibility to do it at work or at home. However, I found being off site to complete my apprenticeship hours has been the best way for me to study and complete assignments.

Jess Meagher

Level 4 Corporate Responsibility and Sustainability Practitioner

Jess is the Climate Change Officer in Highways, Transport and Planning. Jess completed her apprenticeship in October 2024. The Directorate is hoping to progress her onto the level 7-degree programme in the future.

The Council has acknowledged the threat that climate change poses to the county, its residents, and our services, and is committed to becoming a carbon-neutral and climate resilient organisation by 2030. Our 'Climate Change Strategy 2020 – 2030' sets out our framework for action, including the need to transform how we work, establishing a culture of shared responsibility and ownership for climate action and adaptation across the organisation.

The Highways, Transport and Planning directorate created a dedicated role to support the implementation of the climate change strategy.

Why did Jess apply for her apprenticeship?

Jess was offered the opportunity to undertake an apprenticeship alongside her business-as-usual work, to accelerate her learning and development, and get a qualification whilst becoming more effective in her role. The apprenticeship has helped Jess to raise her professional profile, grow her skills, and apply these to benefit the directorate more widely. It has been a rewarding experience and has helped Jess develop in areas of project management, budgeting, and communication, as well as climate and sustainability specific areas, including, environmental, social and governance (ESG) reporting, carbon reduction, and sustainable practices.

Why did Highways, Transport and Planning (HTP) decide to use the apprenticeship to support their climate action and adaptation plan?

HTP did not have a role which focused on climate change and sustainability therefore, to support the implementation of HTP Climate Action Plan, we were keen to build our talent and expertise. Consequently, we decided to utilise the apprenticeship budget to quickly build knowledge and expertise in this space. As a Council we need to be carbon-neutral by 2030, and the skills typically are not within existing staff, due to it being a more current topic and hard to recruit into.

What benefits has the apprenticeship brought the apprentice, their team and to the organisation as a whole?

Jess' apprenticeship has filled gaps in her knowledge in sustainability and climate change, which has enabled her to plan and start to deliver the HTP Climate Action and Adaptability Plan. She also feels more empowered and equipped to support both her team and directorate in climate change related queries and advice. Jane supports this as within HTP, they now have a 'Seven Point Climate Change Action Plan' which Jess champions across the directorate and is responsible for HTP's pioneering approach has demonstrated the multiple benefits of embedding a focused climate resource within a service. The potential from replicating this model council-wide is immense. Every directorate is responsible for action to mitigate and adapt their services to climate change to deliver our ambitious climate change strategy targets.

How has the Sustainability Team supported this apprenticeship and the HTP's climate change action plan?

The Sustainability Team has provided Jess with direct mentoring support, provided facilitation and guidance for HTP Climate Action Plan development, contributed additional subject expertise for specific projects, and supported Jess to take on the Carbon Literacy training roll out within HTP (where the course is mandatory).

This collaborative approach has helped Jess to develop her knowledge, skills and confidence, and ensured HTP's Climate Action Plan supports delivery of both the climate change strategy goals and HTP's service improvement plans. Apprenticeships offer an affordable route to embedding that dedicated climate resource within each directorate, enabling climate action that really drives value for services, staff and the whole organisation.

Are you interested in finding out more or offering a similar opportunity? There are two sustainability apprenticeships available:

- **Level 4 Corporate Responsibility and Sustainability Officer**
- **Level 7 Sustainability Business Specialist**

To find out more about apprenticeships visit our page on [The Point](#)

Toria Bono

Level 5 Coaching Professional

**Toria is a teacher at Thomas A Becket Junior School.
Toria completed the apprenticeship in 2023.**

Why did you apply for the Level 5 Coaching Professional apprenticeship?

I wanted to study a coaching qualification and discovered this was the best way to do it whilst working full-time. I feel that there should be more school-based coaches, therefore, I wanted to train to be one myself.

What benefits has your apprenticeship brought you, your team and to the organisation?

I am now a qualified coach. I use the skills that I developed in my apprenticeship in every part of my job from my teaching to my leadership. Those around me have also benefited as I have coached over 15 staff at school in a 1:1 setting. This has impacted on their work productivity and has benefited the organisation too. There truly have been so many benefits from gaining this qualification.

Would you recommend apprenticeships to others?

Absolutely! It was a great deal of work but completely worth it.

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

I found it very beneficial to learn on the job and to have an in-house mentor. This meant that they were aware of what I was doing and were able to support me in a way that also benefited the organisation. I am a learner who likes practical learning as well as the theoretical aspect. The apprenticeship allowed for this.

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

The number of hours in the day were a significant obstacle - I would have liked more. However, I learnt to manage my work and study well and soon realised that I could overcome even the issue of 24 hours in a day.

What are your future plans?

I would like to perform more coaching and develop this skill further. I would like to find ways of doing this in my organisation and beyond.

Adam Condell

Level 6 Fire Safety Engineer

Adam works as a manager in the Fire Safety department of West Sussex Fire and Rescue Service. His role typically ensures the fire safety legislation is implemented appropriately across the business communities of West Sussex.

Adam started the apprenticeship in 2024 with Birmingham City University.

Why did you apply for your apprenticeship?

Having discussed the potential for the apprenticeship with my Apprenticeship Consultant, Elizabeth Flegg, I saw the opportunity to develop new skills and obtain a qualification. I decided to roll the dice and apply!

Would you recommend apprenticeships to others?

Without hesitation! There are always unknowns when undertaking a new venture. I am still learning about the process, but so far, the experience has been incredibly valuable. Pivotal to Adam's success has been the support of the WSCC Apprenticeship team and my line manager is also critical and valued.

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

I think the most important for me is that I have re-learned how to learn in a formal educational setting. I have also learned new subjects such as calculus, mechanical and electrical engineering principals and project management skills. When I complete, I look forward having the ability to engage with stakeholders as a qualified engineer.

Do you have any advice for future apprentices?

Forget what you think you know about apprenticeships; they are not only for new entrants to the workplace. They are an opportunity, a chance to develop your skill set, learn new things, and to challenge yourself.

What benefits has your apprenticeship brought you, your team, and the organisation?

I think the whole department has overheard various YouTube videos when I have been revising Algebra or Trigonometry ahead of the end of semester exams, you would need to ask them if this is a blessing or a curse! For me, the benefits have been challenging myself in new ways, rediscovering a passion for learning, and gaining new knowledge. I need to be qualified as a Fire Safety Engineer before I can take on additional work, requiring the oversight of an engineer which we currently outsource. That said, I think I can offer insight into AEC (Architecture/Engineering/Construction) ways of working, including, building information modelling and the potential uses within the team when assessing applications made under building regulations.

Anna Andrews

Level 6 Social Worker



Anna is a Family Support Worker within Children, Young People and Learning.

Anna started the apprenticeship in August 2023 and is studying with the University of Chichester.

Why did you apply for the Level 6 Social Worker Apprenticeship?

I knew I wanted to be able to gain my social work degree and had seen the apprenticeships. Already being in the local authority meant I was able to speak to people who I knew were already in the apprenticeship programme which provided me with a real-life insight into the process.

What are the rewards of doing an apprenticeship?

There are so many! I will gain my degree in social work without any student debt, and I can put into practice what I am learning each week when I am in work. For me, this supports my learning so much and allows me to really make sense of what I am learning in the classroom.

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

I have 2 young children, and my biggest concern was how it was going to impact on them. I can honestly say I don't think they have noticed the change! I work 30 hours a week, including my university day, which means I have time when they are in school to work on my assignments.

There have been times where I have had to complete work at the weekends but so far, I haven't missed out on being able to watch their sporting/dance events, nor just being able to spend time with them.

Another challenge for me was that I had been out of formal education for almost 20 years. I was worried I wouldn't be able to write at a degree level let alone remember how to reference correctly! I really didn't need to worry, as the university study skills have been invaluable and the feedback from assignments is incredibly detailed.

What are your future plans?

I'm not sure! Something that has been so fascinating about the apprenticeship is understanding how many different avenues a social work degree can take you. I'm currently really enjoying the team I am in and am looking forward to my first placement.

Clare Gardiner

Level 6 Occupational Therapist

“At an organisational level, apprenticeships foster a culture of growth and professional development, ensuring a skilled and motivated workforce.”

Clare is a Moving and Handling Assistant within Adult Services and Health. Clare started the apprenticeship in 2023 with the University of Brighton.

Why did you choose an apprenticeship?

Choosing an apprenticeship in occupational therapy was a natural step for me, given my experience in SEN Education and Social Care. An apprenticeship offered the perfect blend of hands-on learning and academic study. This pathway provided the chance to build on my existing experience while developing expertise in areas like assessment, intervention planning, and adaptive strategies. It felt like a logical progression that would enhance my ability to make a meaningful impact on the lives of those I support.

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

The ability to integrate learning into daily work ensures that concepts are deeply understood and directly applicable. Furthermore, the financial viability of earning while learning makes it an attractive option for those with commitments outside of work.

I would wholeheartedly recommend these apprenticeships to others. Apprenticeships are for those who thrive in environments where theory is directly applied to practice.

What have been the challenges of doing undertaking an apprenticeship?

Undertaking this apprenticeship has not been without its challenges. Balancing work, study, and personal commitments has required careful time management and dedication. Adapting to academic tasks after years in practical roles was also initially daunting, but seeking guidance and using resources available through the apprenticeship program helped me overcome these hurdles.

What are your future plans?

I am in my second year of my apprenticeship, and it has been a transformative experience so far. It has equipped me with the skills, knowledge, and confidence to excel in this field while reaffirming my commitment to helping individuals lead fulfilling lives. I encourage anyone considering this path to take the leap, as the rewards far outweigh the challenges, providing a fulfilling and impactful career trajectory.

Diane Phillips-Buzwell

Level 6 Teacher Postgraduate



Diane completed the apprenticeship in 2023 and studied with the University of Brighton.

Why did you apply for the Level 6 Teacher Apprenticeship?

I wanted to qualify as a teacher and felt it was the best way to train since it combines full-time training on-the-job and one day at university.

What are the rewards of studying an apprenticeship?

There are many rewards of an apprenticeship. For me, the rewards are getting paid to learn and getting hands on experience from day one.

Do you have any advice for future apprentices?

Although it is hard work, juggling home, work and study, it is worthwhile in the end. I most definitely recommend apprenticeships to others!

How has your apprenticeship benefitted you?

It has given me an opportunity to make a progression in my career.

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

I continued to work in the same school while being paid as an unqualified teacher during my training. This takes the pressure off having to take out a student or maintenance loan.

What are your future plans?

To practice my newly acquired skills!

From 2025, WSCC plan to offer a Level 6 Teacher apprenticeship pathway for undergraduates (in addition to the pre-existing programme for postgraduates). To find out more, please email apprenticeships@westsussex.gov.uk

Luciano Ramsamy

Level 6 Teacher Postgraduate



Luciano studied the Apprenticeship at Ifield Community College. Rob Corbett, Head of Ifield Community College, supported Luciano throughout his Apprenticeship.

“From pupil to teacher - and an outstanding one at that. We are all very proud of Luciano and would recommend the Post Graduate Teacher Apprenticeship to other schools looking to grow their own talent pool.”

Why did you decide to study an apprenticeship?

I came to live in England from Mauritius when I was 15. I was always good at Maths and after school I worked my way up to study a Masters in Maths. I was then hoping to complete a PHD in Maths but did not get accepted for a scholarship, so I returned home to Crawley to be with my family. I then started a job at my old school (Ifield Community College) as a Teaching Assistant. After 6 months I attended a CPD presentation at school about the Teaching Apprenticeships available. To enable me to enrol onto the apprenticeship, I had to achieve a level 2 English qualification to be accepted, and English had never been my best subject at school. However, with the support from my Head at Ifield Community College, I sat my Level 2 English exam just a few days before I was due to enrol at University. Fortunately, I achieved the required grade and was accepted onto the apprenticeship programme at the University of Chichester in September 2018.

How would you describe your experience?

I attended day and block release at University alongside teaching placements at two schools, one of which was Ifield Community College, where I went to school myself. I still teach there now, having completed the apprenticeship and qualifying as a fully qualified Teacher.

Observations on lessons I taught were carried out throughout the programme and I built a portfolio of evidence of lesson plans, evaluations of the lessons I had taught, witness statements and reflective accounts. I had to sit an external assessment at the end of the programme and was thrilled when I received an ‘Outstanding’ grade.

What are your future goals?

My hope is that I will be able to progress to teach A level Maths at my current school. I am not thinking any further than that at the moment!

Tanya Bashford

Level 6 Social Worker



Tanya is a Child and Family Worker within Children, Young People and Learning.

Tanya started the apprenticeship in August 2022 and is studying with the University of Chichester.

Why did you apply for the Level 6 Social Worker Apprenticeship?

I'd previously been a secondary school teacher and in 2010 I was successful in gaining a place on the postgraduate social work course at Southampton University. However, personal circumstances meant I was unable to take the place. 12 years later the desire to complete my training hadn't gone away. I began working for the Early Help Service during the pandemic and the opportunity to apply for the apprenticeship was advertised. The apprenticeship really appealed to me because I could work and earn at the same time. I had the full support of my family and this time round the timing was right.

Would you recommend apprenticeships to others?

100%! I'm really pleased I chose to complete my training via the apprenticeship route, and I'd definitely recommend it to others. Working as a Child and Family Worker, alongside the Social Workers in the team, has given me so many valuable learning opportunities in addition to my two placements. Having the opportunity to work on a wide variety of cases and alongside different

professionals has made me feel more confident about beginning my 'assessed and supported year in employment' next year. I don't think I would feel the same if I'd come straight from university.

Do you have any advice for future apprentices?

Take as many opportunities as you can to shadow Social Workers in your team and in other parts of the service. I've learnt so much from my colleagues from watching them in action. Make use of the help and support that is available through WSCC and the university. I found the apprentices in the years above really supportive and it's good to have people to talk to who have been through the same training route.

What are your future plans?

When I qualify in summer 2025, I hope to remain in Family Safeguarding and gain more experience of child protection and court work. In the future, I'd like to have the opportunity to complete the practice educator training, so I can support future Social Work students.

