

# Apprenticeship Case Studies

## Name:

Jafar Faruk

## Apprenticeship Title:

Business Administration (Children and Learning)

**Jafar is currently a Leaving Care Personal Adviser with Luton Borough Council. This is his story.**

## Why did you decide to do an apprenticeship?

I liked the idea of working with a salary, gaining experience and a qualification all at the same time without having any future debt which I would have if I went to university after college. I felt that although qualifications are important, experience is more significant.

## Tell us about your experience of being an apprentice

I was employed in the implementation team of a record management system (LCS) that is used by all social care staff throughout the Council from June 2014. My job title was Project Support Officer. I assisted the data support officers and my project manager in data cleansing, data management and generic administration duties. We also provided face to face support throughout various sites to the users of the system by doing floor-walking once the system had gone live. Nine months after I started the project team broke up and my manager left so I was placed in the East Neighbourhood Social Care team as an administration apprentice for the remainder of my contract. I spent three months there before my apprenticeship came to an end and I moved on into a new role. During this time I learnt a lot about IT, data management and my knowledge of social care and what it entails increased greatly.

## Has the apprenticeship helped you progress into a career or a permanent job?

Towards the end of my apprenticeship in June 2015 I started looking for internal vacancies on the Council's website. I applied for the role of Directorate Support Administrator and was successful.

This job involved providing business support to service managers and directors, handling confidential paperwork and responding to queries from members of staff. I was still working in the Children & Learning Department (People).

Since the beginning of my employment with Luton Borough Council I had been in a social care setting. I had learnt a lot by seeing things



from a directorate point of view, reading through many case records in the LCS Team and seeing social work first hand in the East Team. This created a desire in me to want to work in a more direct and hands on role in social care. I felt like I was ready to move on and apply my skills elsewhere and learn new things. I applied for the role of Leaving Care Personal Adviser within the 14+ Team in November 2016. Although I did not have much hands on experience, by being in the department and observing I felt like I was ready to take on such a role. I was successful in securing this role and started working there at the end of January 2017.

This role involves working with care leavers ages 18-21 and providing support in various aspects of their life as defined by the Leaving Care Act. I am finding this role very interesting and am enjoying working with a diverse group of young people helping them to achieve positive outcomes. As I do not have much previous experience in this role, I have had frequent supervision meetings with my manager and have been given an experienced mentor which has helped me a lot.

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

If I did not do an apprenticeship after finishing college at the age of 18, my only other choice was to go to university. I am really grateful I didn't go as by doing an apprenticeship in a social care setting I gained an interest in something I never thought I would. I would never have imagined choosing a social care related career path but I'm thankful that the apprenticeship guided me this way as I enjoy my role a lot. Although work can be stressful at times, it doesn't compare to the stress that I've seen on some of my friends' faces who are studying at university. It's also a great benefit that I am progressing in my career without having to worry about paying off tuition fees or student loans. By doing an apprenticeship and starting work at a young age, I have gained priceless experience, specialist knowledge, a varied skillset which wouldn't have been possible elsewhere and maturity by being in a working environment with professionals.