

## Raising the profile of apprenticeships in Adult Social Care

**Lucy Aldridge** is a **Facilities Service Operative Apprentice** and is 6 months into her Facilities Services Operative Standard at Level 2 at **Alzheimer's and Dementia Support Services (ADSS)**.



“Being able to develop my front-of-house skills and knowledge about facilities management, whilst being employed under an organisation which is supportive about my future. I have really enjoyed my apprenticeship and believe it was the best step forward for my career.”

Lucy chose this apprenticeship because it gave her the chance to learn new skills and gain a qualification, whilst being in an environment which was friendly and supportive. Lucy feels the training has helped her to organise herself better and take time to consider the future, whilst being able to gain experience working with a diverse range of people and having an introduction to a facilities management role.

ADSS managers feel that *‘apprenticeships bring significant benefits to the charity by supporting upskilling, retention, and long-term sustainability. They allow us to develop staff with role-specific knowledge and skills that are directly aligned to charities' needs, improving capability, confidence, and service quality. Apprenticeships also support staff retention and succession planning, as employees feel invested in, valued, and more likely to grow their careers within the organisation. In addition, apprenticeships help embed best practice, encourage reflective learning, and support a positive learning culture, while offering a cost-effective way to build capacity and resilience without relying solely on external recruitment’*

**Have there been any challenges supporting apprentices?** Yes, primarily around balancing operational demands with protected learning time in a busy service environment. Ensuring managers and apprentices have sufficient time for off-the-job learning, portfolio work, and reflective practice can be demanding alongside day-to-day responsibilities. There have also been learning curves around understanding apprenticeship requirements, evidence gathering, and aligning workplace activities with assessment criteria. ***However, these challenges have been addressed through improved planning, clearer management support, and closer collaboration with training providers, resulting in a more structured and sustainable approach to apprenticeships.***

**Any final thoughts?** “we would strongly encourage the continued use and expansion of apprenticeships as part of our workforce development and succession planning strategy”.

**[Click here](#) to find out more about how KCC can support you with apprenticeships and also provide levy funding if you don't pay levy, or if you do but funds have all been allocated.**