





How I became a registered manager



Alicia Ferrie is the Registered Manager of Short Notice Care Services Ltd. Her journey to become a registered manager is summarised below.

“Working in various positions has helped me to see different roles across services. This helps me to understand what they’re going through and the issues they struggle with and how I can help and support colleagues.”

Progression	Quotes	Role	Learning and development
	<p>“Training is very close to my heart and it’s important to keep myself updated. By going on these more specialist courses, I’m able to bring this learning back into the service and inform how we strengthen what we do.”</p>	Registered Manager	<p>CPD courses (e.g. Safeguarding for managers)</p> <p>Registered Manager Networks</p>
	<p>“I was still working as a deputy manager at the time of starting my Level 5 Diploma but knew this qualification would help me towards the registered manager role.</p> <p>“It was beneficial that the assessor, appointed by the learning provider to mentor me through the qualification, used to a registered manager. This enabled me to draw on their knowledge and experience.”</p>	Deputy Manager	Level 5 Diploma in Leadership for Health and Social Care
	<p>“As my role evolved, I began to train others. During this point in my career, I moved to my current role.</p> <p>“The Level 3 Diploma further developed my care and supervision skills. It provided insight into legislation, the Mental Capacity Act and topics to broaden my knowledge.”</p>	Internal Trainer	<p>Training qualification / train the trainer courses</p> <p>Level 3 Diploma in Health and Social Care</p>

Progression	Quotes	Role	Learning and development
	<p>“At the age of 19, I decided that I wanted to work in care and applied for a care coordinator role at a domiciliary care agency via the Apprenticeship website.</p> <p>“In order to be competent when directly delivering care, I completed induction training and various mandatory courses.”</p>	<p>Care Coordinator / Carer</p>	<p>Business and Administration apprenticeships (Level 2 and Level 3)</p>

www.skillsforcare.org.uk/succession