

**COSTA**  
COFFEE  
*apprenticeships*



LEARNER'S  
**GUIDE TO  
APPRENTICESHIPS**

*Pour your potential*



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# WELCOME

Welcome to Costa Coffee's apprenticeship programme. We believe in **supporting and developing** our people and our apprenticeships have been designed specifically with you – our Baristas and Barista Maestros – in mind, supporting you with the **skills and knowledge** needed to develop yourself as an individual whilst enabling you to **perform at your very best**.

Costa Coffee apprenticeships have been aligned to job roles with our award-winning training provider – Lifetime Training, meaning you can put your new **knowledge, skills and behaviours** into practise in our stores every day.

# WHAT IS AN APPRENTICESHIP?

Apprenticeships are work-based training programmes that provide you with the skills needed to succeed in our business. They are relevant to specific roles and designed to meet our business needs. That means you can put your skills into practise daily at work, while also gaining a nationally recognised apprenticeship.

In England, apprentices will work towards completing their End-point Assessment (EPA), undertaken at the end of the course by an independent End-point Assessor. In Wales and Scotland, assessments will be carried out throughout the duration of the programme.

- ✓ Training delivered in your workplace
- ✓ Takes a minimum of 14 months to complete
- ✓ Includes off-the-job training
- ✓ Functional Skills in maths and English
- ✓ End-point Assessment
- ✓ Opportunity to achieve a pass or distinction (England only)

## SELF-STUDY

Self-study is an important part of the apprenticeship and it is recommended you complete anything up to 5 hours of self-study per week, depending on your apprenticeship. Self-study activities can range from online coaching tutorials to written projects.

- ✓ Learn while you earn
- ✓ Role and sector relevant training
- ✓ Work-based and distance learning
- ✓ Learn at your own pace
- ✓ Take on a new challenge



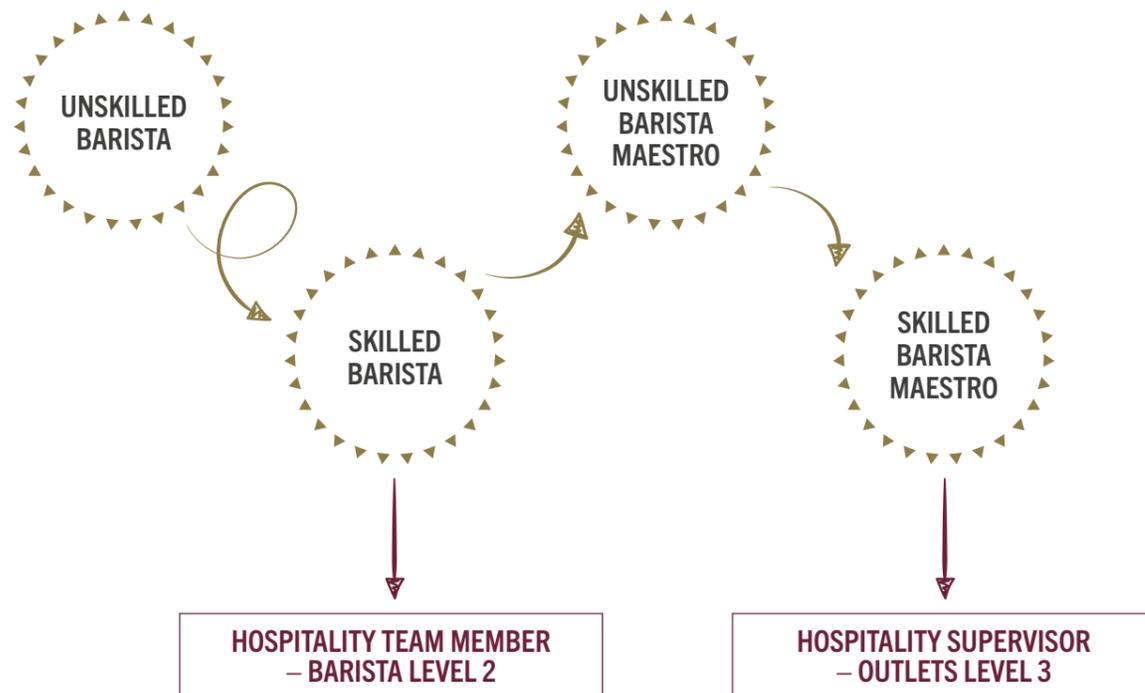


# WHICH PROGRAMME IS RIGHT FOR ME?

Costa Coffee apprenticeships offer our people two apprenticeship programmes currently:

HOSPITALITY TEAM MEMBER – BARISTA LEVEL 2	HOSPITALITY SUPERVISOR – OUTLETS LEVEL 3
For Skilled Baristas who have completed their Barista Induction Programme and Barista Showcase	For Skilled Barista Maestros who have completed their Team Training and Development Programme and Skilled Barista Maestro Showcase

# CAREER PATHWAY



# WHAT ARE THE BENEFITS?

- Learn while you earn
- Meet personal goals
- Build your confidence
- Support your career progression
- Role-relevant training
- Work-based and distance support sessions
- Learn at your own pace
- Take on a new challenge
- Increase your knowledge, skills and behaviours in your role

## ADDED EXTRAS

You'll be eligible to apply for an Apprentice Extra NUS card which gets you discounts in-store and online with your favourite brands.

[WWW.APPRENTICEEXTRA.CO.UK](http://WWW.APPRENTICEEXTRA.CO.UK)

On top of that, you could save 30% on adult-rate travel cards, bus and tram season tickets with an Apprentice Oyster Card! (London only).

[WWW.PHOTOCARD.TFL.GOV.UK](http://WWW.PHOTOCARD.TFL.GOV.UK)





# APPRENTICESHIPS ON OFFER IN ENGLAND

## BARISTA APPRENTICESHIP



**HOSPITALITY TEAM MEMBER  
BARISTA – LEVEL 2**



**MINIMUM 14 MONTHS**



**EQUIVALENT TO 5 X GCSEs A\*-C/9-4**

Our Barista Apprenticeship is for Skilled Baristas who have completed the Barista Induction Programme and have been with Costa for 3 months or more.

It is aimed at Skilled Barista's who have a real passion for coffee, tea and other beverages, who want to expand on the skills we teach at Costa Coffee.

To achieve your apprenticeship, you will undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing and enhancing your skills over and above your Barista Induction Programme. Examples include:

- Understanding the variety and types of hot beverages available, their ingredients and preparation methods
- Learning about the origin of the coffee and tea that Costa offer to their customers, including their characteristics and blends, how to promote these to customers and be knowledgeable about their taste profile
- How to set up, calibrate, clean and close specialist hot drink beverage equipment

You'll need to complete between 3-4 hours of independent study per week to complete this apprenticeship programme (this may take place at work, but you will also need to commit to this in your own time).

Your apprenticeship certificate is awarded on completion of End-point Assessment (England only)\*. Lifetime Training will support you throughout your programme with mock test and plenty of preparation.

The End-point Assessment consists of:

- 90-minute **Multiple Choice Test**
- 2-hour **Observation** in your working environment
- Submission of a **Business Project** (800 – 1,200 words). The Business project is designed to give you the opportunity to demonstrate your wider understanding of the business you are working in, identify and 'think through' possible improvements
- **Professional Discussion** – a 40-minute structured meeting led by the independent End-point Assessor, involving you and your manager

An independent End-point Assessor will lead this process.

## BARISTA MAESTRO APPRENTICESHIP



**HOSPITALITY SUPERVISOR  
OUTLETS – LEVEL 3**



**MINIMUM 14 MONTHS**



**EQUIVALENT TO 2 X A-LEVELS**

Our Barista Maestro apprenticeship is for skilled Barista Maestros who have completed our Team Training and Development Programme and are working towards their continuous development.

To achieve the apprenticeship, you'll undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing skills over and above your Costa training. Examples include:

- Learn about the different theories, styles and leadership models available to get the best out of your team and understand how to select and successfully apply these to different people and situations
- Broaden your understanding of how these can affect the team, business and organisation
- Identify the importance of opening and closing procedures, identifying correct levels of stock and consumable items to ensure efficient running of the store

You'll need to complete between 4-5 hours of independent study per week to complete this apprenticeship programme (this may take place at work, but you will also need to commit to this in your own time).

The apprenticeship certificate is awarded on completion of End-point Assessment (England only)\*. Lifetime Training will support you throughout your programme with mock tests and plenty of preparation.

The End-point Assessment consists of:

- 2-hour **Multiple Choice Test**
- 4-hour **Observation** of the apprentice in your working environment
- Submission of a **Business Project** (2,000-5,000 words). The Business Project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working in, identify and 'think through' possible improvements
- Formal 30-minute presentation of the Business Project to the End-point Assessment and employer with a question and answer session
- **Professional Discussion** – a 1.5-hour structured meeting led by the independent End-point Assessor, involving the apprentice and the employer

An independent End-point Assessor will lead the process.

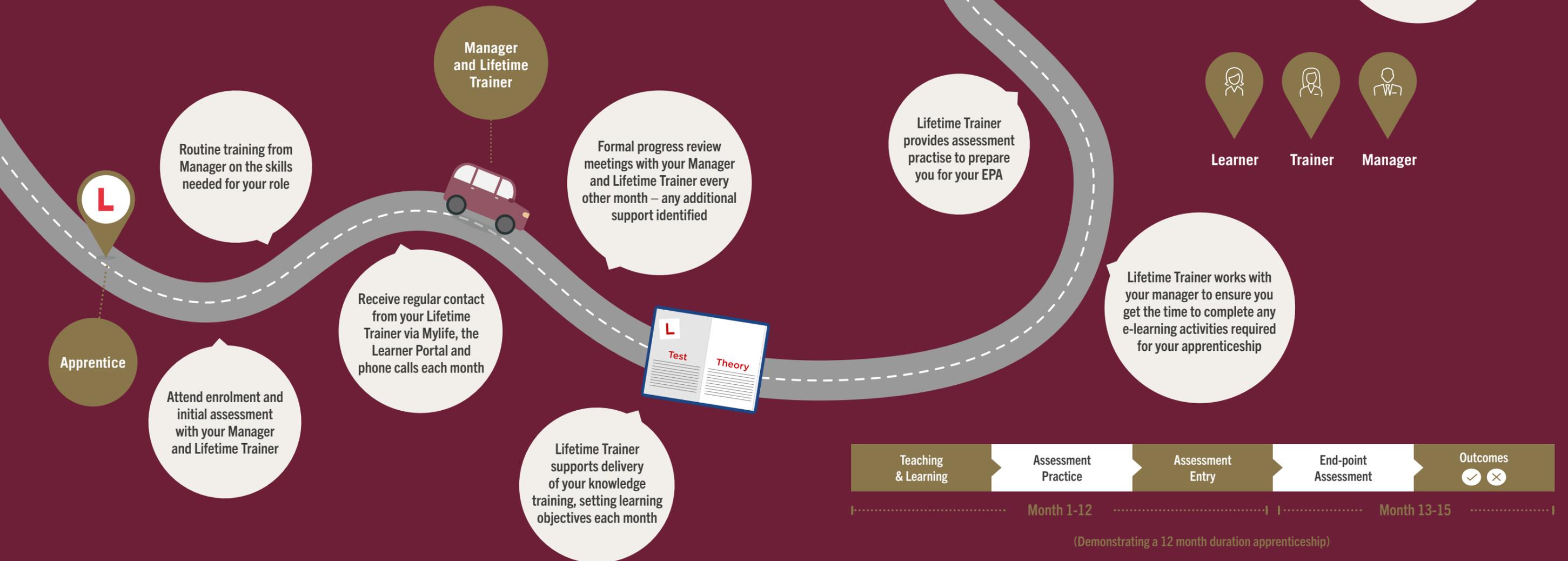
\*For information on apprenticeships in Wales and Scotland, please turn to page 16

\*For information on apprenticeships in Wales and Scotland, please turn to page 17

# APPRENTICESHIP JOURNEY (ENGLAND ONLY)

Your apprenticeship will include a 12-month period of teaching and learning where you will focus on the knowledge, skills and behaviours required to achieve the programme. Your dedicated Lifetime Trainer and Manager will support you throughout this time and will prepare you to sit your End-point Assessments.

You will have a visit with your Lifetime Trainer once every 4-6 weeks after you have been enrolled onto the programme.





# WHAT DOES THE APPRENTICESHIP INVOLVE?

## FACE-TO-FACE VISITS

**Where:** Held in the workplace every 8 weeks

**Who:** Lifetime Trainer, apprentice and apprentice's manager (your manager can attend for 20 mins at the start or end of the visit)

**What:** These visits usually last for 2 hours and will involve the following:

- Setting independent learning you'll need to complete either at work or in your own time
- Observations in the workplace
- Uploading evidence to your Learner Portal and adding journal entries
- Progression review and arranging any further support required with your manager
- Setting and completing mock assessment activities to prepare you for your End-point Assessment

After each visit, your Lifetime Trainer will book in your next visit with you and your manager.

## DISTANCE SUPPORT SESSIONS

**Where:** Held every 8 weeks over the phone or via Skype

**Who:** Lifetime Trainer and apprentice

**What:** Remote support sessions may vary in duration depending on the support you require but they usually last for 45 minutes and include the following:

- Ensuring you are on track with your independent learning
- Supporting you with anything you don't understand and answering any questions you might have about the work
- Setting further work to complete for your next visit

After each call, your Lifetime Trainer will book in your next call with you.

## END-POINT ASSESSMENT – ENGLAND ONLY

Once you've reached EPA, you'll need to showcase the knowledge, skills and behaviours you've developed to an independent assessor.

They'll deliver your final grade, which could be a pass or distinction!

Don't worry, if you don't pass first time – you'll receive further training and will have the opportunity to sit the assessment again.

## FUNCTIONAL SKILLS – ENGLAND ONLY

Every apprenticeship includes Functional Skills in maths and English. You will receive relevant support to prepare you to sit your exams and Lifetime will assess your current working level in these topics before you are enrolled. A tailored training plan will be put in place to help you to revise and prepare. If you have recently sat GCSEs or A-Levels, you won't need to sit your Functional Skills again.

## OFF-THE-JOB TRAINING

Off-the-job training is an important part of all apprenticeship programme. It can take many forms and this often takes place naturally in the workplace as you are learning new skills along the way. All apprentices are required to spend 20% of their time 'off-the-job' as part of their paid employment.

✓ Examples of off-the-job training include:

- The teaching of theory (role playing, shadowing someone else, online learning)
- Practical training (shadowing, mentoring, training others, visiting the Roastery, workshops and training days)
- Visits with your Lifetime Trainer (where new learning is delivered)

✗ It does not include:

- Time spent on English and maths Functional Skills
- Mock, practise or End-point Assessments
- Training which takes place outside of your normal working hours



# APPRENTICESHIPS FOR SCOTLAND AND WALES

Wales and Scotland work slightly differently to England. The apprenticeships available involve continuous assessment throughout the programme by a Lifetime Trainer, rather than an End-point Assessment which takes place at the end of the programme in England.

In Wales, Lifetime Training will deliver the apprenticeship programmes.

In Scotland ITC Training Academy will deliver the apprenticeship programmes.



# BARISTA APPRENTICESHIP



- HOSPITALITY SERVICES (LEVEL 2 – WALES/LEVEL 5 – SCOTLAND)**
- MINIMUM 12 MONTHS**
- EQUIVALENT TO 5 X GCSE'S A\*-C (WALES) AND STANDARD GRADE OR NATIONAL 4/5 (SCOTLAND)**

Our Barista Apprenticeship is for Skilled Barista's who have completed the Barista Induction Programme and have been with Costa for 3 months or more. It is aimed at Skilled Barista's who have a real passion for coffee, tea and other beverages, who want to expand on the skills we teach at Costa Coffee.

To achieve your apprenticeship, you will undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing and enhancing your skills over and above your Barista Induction Programme.

You will meet regularly for face-to-face visits with your Lifetime or ITC Trainer every 4-6 weeks in the workplace. Learning will take place throughout the programme and will include eLearning modules, videos and interactive learning (Wales only). Assessment is gathered through observations, discussion, product evidence and witness testimonies.

Apprentices in Scotland will complete a Scottish Vocational Qualification (SVQ), which includes the following Core Skills and Enhancements.

- Core Skills:**
- Problem Solving Level 4
  - Working with Others Level 4
  - Communication Level 3
  - Numeracy Level 3
  - ICT Level 3

- Enhancements:**
- Health & Safety at Work Certificate

Apprentices in Wales will complete a National Vocational Qualification (NVQ), which includes a technical certificate (multiple choice tests) and the following essential skills.

- Essential Skills:**
- Application of Numbers Level 1
  - Communication Level 1

# BARISTA MAESTRO APPRENTICESHIP



- HOSPITALITY SUPERVISION & LEADERSHIP (LEVEL 3 – WALES/LEVEL 7 – SCOTLAND)**
- MINIMUM 12 MONTHS**
- EQUIVALENT TO 2 X A-LEVELS (WALES) AND 2 X HIGHERS (SCOTLAND)**

Our Barista Maestro apprenticeship is for skilled Barista Maestros who have completed our Team Training and Development Programme and are working towards their continuous development.

To achieve the apprenticeship, you'll undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing skills over and above your Costa training.

You will meet regularly for face-to-face visits with your Lifetime or ITC Trainer every 4-6 weeks in the workplace. Learning will take place throughout the programme and will include eLearning modules, videos and interactive learning (Wales only). Assessment is gathered through observations, discussion, product evidence and witness testimonies.

Apprentices in Scotland will complete a Scottish Vocational Qualification (SVQ), which includes the following Core Skills and Enhancements:

- Core Skills**
- Problem Solving Level 5
  - Working with Others Level 5
  - Communication Level 5
  - Numeracy Level 5
  - ICT Level 4

- Enhancements:**
- Health & Safety at Work Certificate

Apprentices in Wales will complete a National Vocational Qualification (NVQ), which includes a technical certificate (multiple choice tests) and the following essential skills:

- Essential Skills:**
- Application of Numbers Level 2
  - Communication Level 2

# ENGLISH ELIGIBILITY

- Aged 16+
- UK/EU resident for 3+ years
- Not in any other form of education or training
- No existing qualification in a similar subject and level
- Work more than 30 hours per week (minimum of 16 hours per week but duration of apprenticeship will increase)
- Meet Functional Skills criteria at initial assessment

# HOW TO GET STARTED IN ENGLAND

Speak to your manager if you are interested and gain their approval for you to enrol onto an apprenticeship

Visit [www.costaapprenticeships.co.uk](http://www.costaapprenticeships.co.uk) to fill in your details and apply to complete an apprenticeship programme. Your nomination will then be approved by your Area Manager

When your nomination has been approved, a Lifetime Training Course advisor will be in contact to check your eligibility. Once this is confirmed your Lifetime Trainer will contact you to arrange your enrolment



# SCOTTISH & WELSH ELIGIBILITY



- Aged 16-24 (Scotland)
- Aged 25-29 and can meet Enhanced Funding criteria (Scotland)
- Aged 16+ (Wales)
- Not in any other form of education or training
- Work a minimum of 16 hours per week
- Have been a UK/EU resident for 3 years or more
- Does not have a qualification at the same level or above

# HOW TO GET STARTED IN SCOTLAND & WALES

Speak to your manager if you are interested and gain their approval for you to enrol onto an apprenticeship

WALES

SCOTLAND

Visit [www.costaapprenticeships.co.uk](http://www.costaapprenticeships.co.uk) to fill in your details and apply to complete an apprenticeship programme. Your nomination will then be approved by your Area Manager

Call 01698760909 or 07484749020 to register your interest or email [Stevie@itcademy.uk](mailto:Stevie@itcademy.uk)

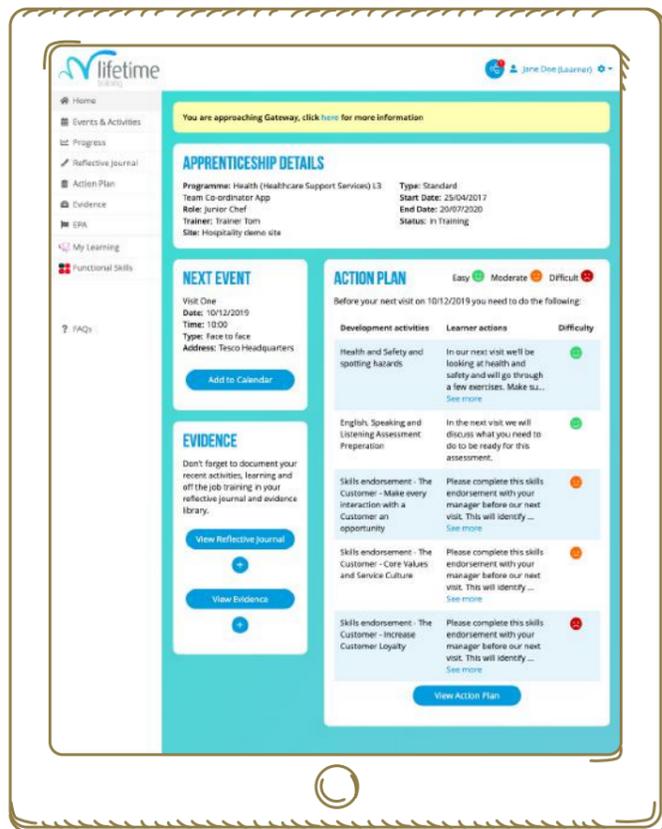
When your nomination has been approved, a Lifetime Training Course advisor will be in contact to check your eligibility. Once this is confirmed your Lifetime Trainer will contact you to arrange your enrolment

ITC will be in touch with you and your manager to check your eligibility and arrange for you to be enrolled

# APPRENTICE LEARNING PLATFORMS

## APPRENTICE PORTAL

The Apprentice Portal is where you will be able to track your progression on the programme, view your next visits and be set work by your Lifetime Trainer. You can also upload learning evidence and write journal entries to support your End-point Assessment. Portal is only available to apprentice in England and Wales - in Scotland this information will be gathered by your ITC Trainer.



Keep on track of your next visit dates with your Lifetime Trainer

Full visibility of your progress on the apprenticeship

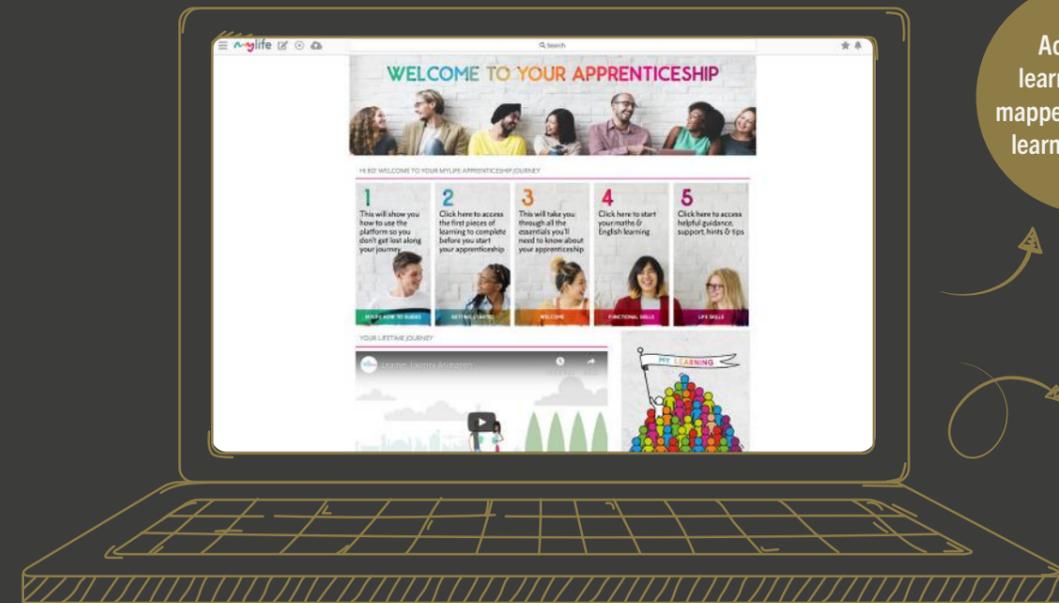
Upload all of your learning evidence and complete entries into your reflective journal

Your Leader will have their own login to support you with your programme and track progression

Independent learning for MyLife will be set here by your Lifetime Trainer

## MYLIFE LEARNING PLATFORM

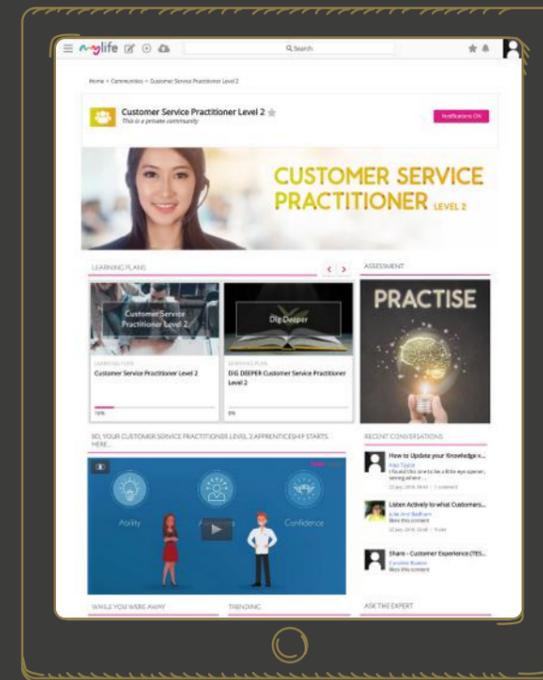
Lifetime's social learning platform is packed with interactive resources to suit different learning styles and to help build your knowledge.



Access the learning that is mapped out in your learning journey

Complete your weekly 'light touch' training sessions and set work

Test your knowledge on each unit



Connect with other apprentices to collaborate and share knowledge

# APPRENTICE SUPPORT

## LIFETIME TRAINING

You will have the one-to-one support of a dedicated, qualified Lifetime Trainer (for England and Wales. In Scotland you'll have an ITC Trainer). They are the delivery experts who will help you to develop skills, provide coaching and support your assessment.

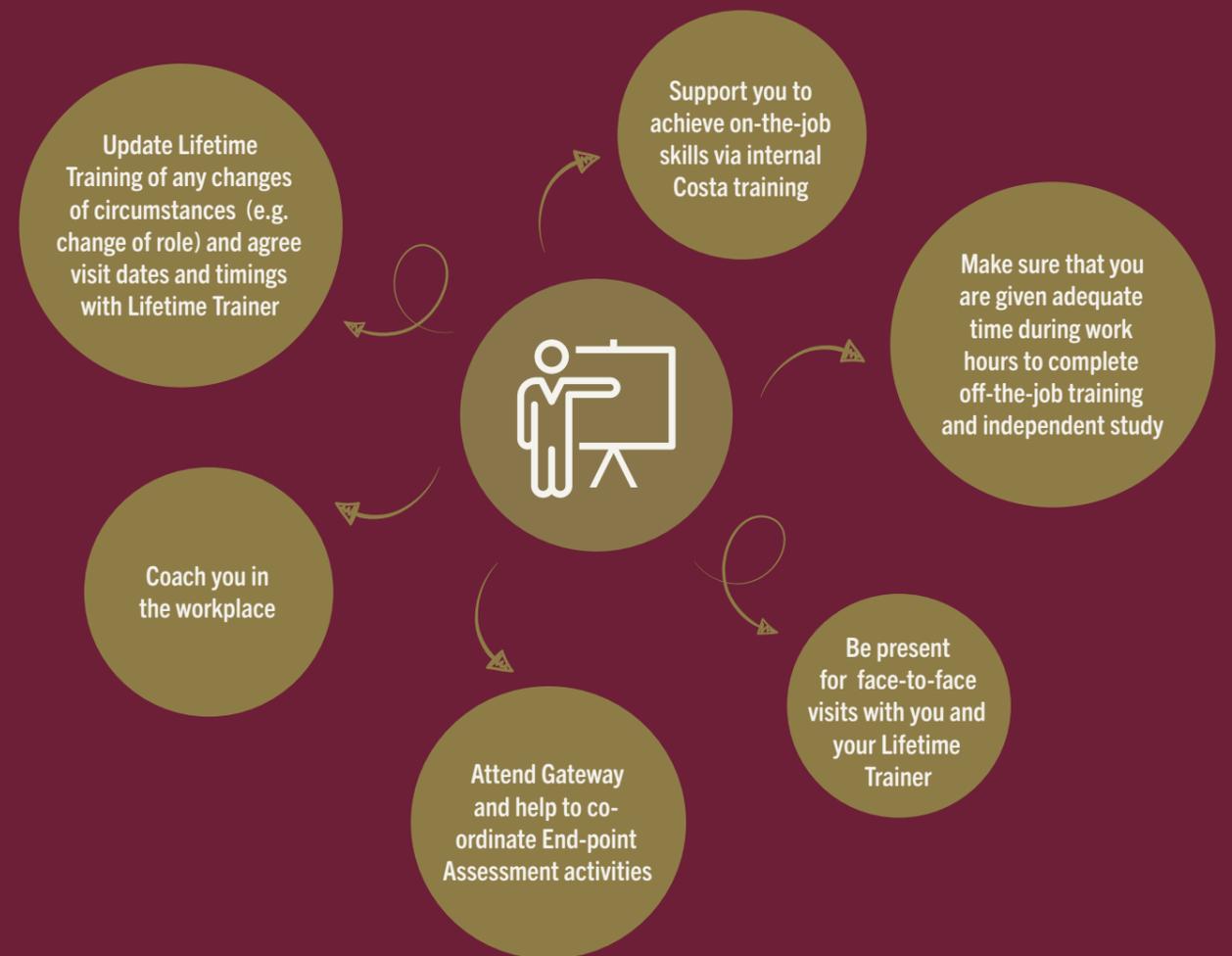
Your Lifetime Trainer will:



## MANAGER

Your Manager will play an important part in your development and will be there to help and support you throughout your programme.

Your Manager will:



# APPRENTICE COMMITMENT NOTES

## APPRENTICE COMMITMENT

Costa Coffee will support you to exceed in your apprenticeship but it's important that you make your own personal commitment to your learning and development too. It is worth considering carefully whether you can commit to the below before applying for an apprenticeship programme.

There is a lot of work required from you, so please do ensure you are able to commit to the programme and to your own personal development.



Sign your learner agreement



Complete work within agreed timescales



Take part in additional English and maths training where required



Take part in relevant off-the-job training and ensure you are completing this training at work



Prepare for and attend all face-to-face and remote visits with your Lifetime Trainer



Keep up-to-date records of work completed



Upload work onto your Learner Portal

Lined area for notes.

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*italian above all*