

THE WHITBREAD APPRENTICESHIP GUIDE.



CONTENTS.

- 3 Welcome
- 3 Who is Lifetime Training?
- 4 Overview of apprenticeships
- 5 Benefits of apprenticeships
- 6 Eligibility
- 7 How will the apprenticeship be delivered?
- 8 Apprenticeships available
- 10 Learning journey
- 14 20% off-the-job explained - England only
- 16 Your support
- 18 Learning resources
- 21 End-point Assessment - England only
- 21 How to apply

“We are committed to creating a great place to work for our 35,000 team members who keep our business thriving, offering amazing opportunities for development, helping them realise their potential and build their career with us.”

Alison Brittain,
CEO Whitbread

Email: whitbread@lifetimetraining.co.uk
Call: 0117 450 6786

WELCOME TO THE WHITBREAD APPRENTICESHIP PROGRAMME!

This programme has been designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread.

With the support of your Lifetime Trainer, manager and colleagues you will follow a detailed learning plan leading to you achieving a nationally recognised apprenticeship. You will learn industry and role specific skills and knowledge to help you excel in your role, provide a fantastic service to your guests and colleagues and be equipped with everything you need to achieve.

WHO IS LIFETIME TRAINING?

Lifetime Training is an award-winning external training provider who will be delivering the apprenticeship training in partnership with Whitbread.

Lifetime Training have been delivering apprenticeship training for over 20 years and have a learner satisfaction score of 93%, one of the highest in the country. Their experience will deliver quality and innovative training to make sure you get the most out of your apprenticeship.



OVERVIEW OF APPRENTICESHIPS.

Apprenticeships offer a fantastic way for our Team Members and Managers to set up for success and grow their careers in Whitbread. We've aligned our apprenticeship programme to the Whitbread Career Journey so there are a range of opportunities to develop yourself as well as your career.

WHAT ARE APPRENTICESHIPS?

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. This means that you can put your skills into practice daily at work, while also gaining a nationally recognised apprenticeship.

In England, apprentices will work towards an End-point Assessment, undertaken at the end of the course by an independent organisation. In Scotland, Wales and Northern Ireland assessments will be carried out throughout the duration of the apprenticeship.

DON'T JUST TAKE OUR WORD FOR IT, READ WHAT SOME OF OUR APPRENTICE'S HAVE TO SAY:



"I didn't have a lot of confidence when I first started and it has given me the opportunity to be more confident within myself."

Beth Walker, Premier Inn Team Member Level 2 Apprentice

"The big thing I have taken out of it is confidence. The great thing about Whitbread, the opportunities are endless!"

Neil Hunt, Premier Inn Assistant Hotel Manager Level 4 Apprentice



"You learn how to work together and manage a team without any stress. For every problem you can find an easy solution."

Ewelina Gregont, Premier Inn Duty Manager Level 3 Apprentice

You can watch the videos on the Whitbread Intranet by searching 'Apprenticeships'.

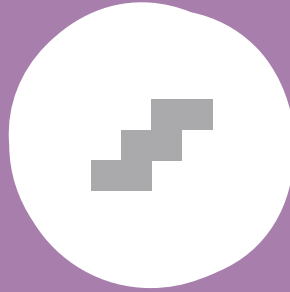
BENEFITS OF APPRENTICESHIPS.

Why should you apply for one of our apprenticeships? We are investing in you to support your development.

ON AN APPRENTICESHIP YOU WILL:



Develop, reinforce and enhance your skills, knowledge and behaviours to maximise your potential



Take on new challenges



Achieve a nationally recognised apprenticeship



Use a variety of learning methods to support your development aligned to your roles and responsibilities



Build your confidence



Earn as you learn – we'll fund your apprenticeship training and you'll continue to earn your normal wage. As you progress, you may be eligible for pay progression increases



Learn at your own pace

WHAT WILL THE TRAINING LOOK LIKE?

An apprenticeship takes at least 12 months to complete based on a 30 hour week, however it will depend on the course as the higher the level of the apprenticeship, the longer the duration. You will be supported by a Lifetime Trainer who will visit every 4 to 6 weeks for sessions which will last for approximately two hours. The visits will comprise of observations and checking work that was set. Your manager will also need to be present at these visits to talk through what has been completed and sign off the evidence.

These visits are flexible and will be organised in advance with the you and your manager to fit around rotas. A reminder email will also be sent to you and your site to remind you that a visit is due to take place. Self-study is an integral part of the apprenticeship and all apprentices will need time to complete a range of different work including written activities, online multiple-choice assessments and assessment preparation. The amount of work will depend on the level of the apprenticeship you are undertaking, however we recommended around three hours of self-study per week.

ELIGIBILITY.

Below are the eligibility criteria to apply for an apprenticeship programme. Dependant on the programme you apply for there may be some other requirements, such as the role you are in or your responsibilities.

- You have been a resident in the EU for the past 3 years
- You are not currently working on a student visa and have no employment restrictions
- You are not starting part or full-time education in the next 18 months
- You have not completed a similar programme to the one you are applying for
- You work 16+ hours per week or 21+ hours if based in Northern Ireland

HOW WILL THE APPRENTICESHIP BE DELIVERED?



Face-to-face training sessions



Q&A sessions



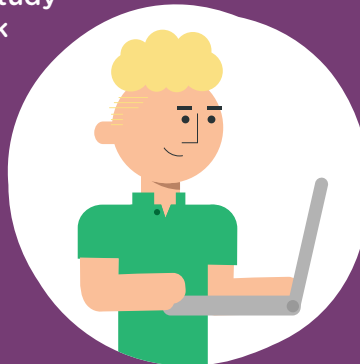
Learning resources to support individual study and project work



Practical observations



Additional remote support from your Trainer



Online multiple-choice assessments



Electronic access to course content and learning resources



Additional learning support if required

Level 4

If you are on a Level 4 management apprenticeship, then there will be a requirement for you to attend several online webinars and off-site workshops aligned to the apprenticeship. You will be notified of these prior to sign up.

APPRENTICESHIPS AVAILABLE.

ENGLAND:

Hospitality Team Member Level 2 for the following job roles; Reception Team Member, Housekeeping Team Member, Kitchen Team Member

- Reception Level 2
- Housekeeping Level 2
- Food and beverage Service Level 2
- Production Chef Level 2

Hospitality Supervisor Level 3 for the following roles; Duty Manager and Kitchen Team Leader, Head Housekeeper, Deputy Hotel Manager

- Front Office Level 3
- Food and Beverage Level 3
- Housekeeping Level 3

Senior Production Chef Level 3 for Expert Kitchen Team Members and Kitchen Team Leaders

Hospitality Manager Level 4 for the following roles; Hotel Manager, Deputy Hotel Manager, Housekeeping Manager

- Front Office Level 4
- Housekeeping Level 4
- Food and Beverage Level 4
- Kitchen Management Level 4

SCOTLAND:

Hospitality Services Level 2 for the following job roles; Reception Team Member, Housekeeping Team Member, Kitchen Team Member

- Reception Level 2
- Housekeeping Level 2
- Food and Beverage Service Level 2

Food Production and Cooking Level 2 for Kitchen Team Members

Hospitality Supervision and Leadership Level 3 for the following roles; Duty Manager and Kitchen Team Leader, Head Housekeeper, Deputy Hotel Manager

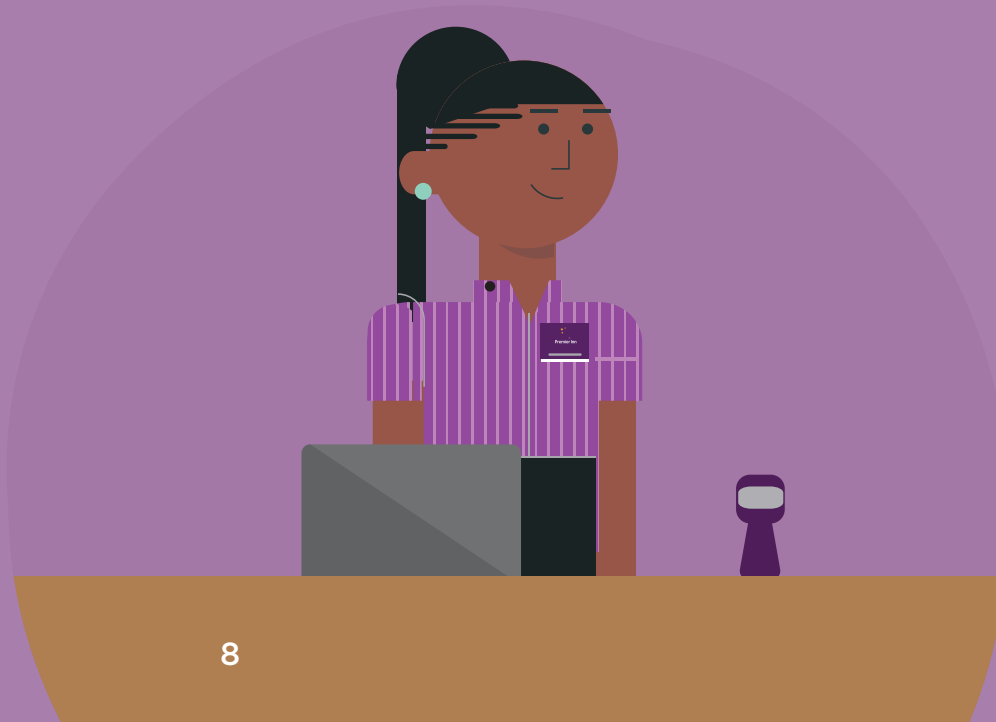
- Reception Level 3
- Food and Beverage Level 3
- Kitchen Level 3

Hospitality Manager Level 4 for the following roles; Hotel Manager, Deputy Hotel Manager, Housekeeping Manager

- Front Office Level 4
- Housekeeping Level 4
- Food and Beverage Level 4
- Kitchen Management Level 4

Coming soon...

**Operations Departmental
Manager Level 5** for
Hotel Manager



WALES:

Hospitality Services Level 2

for the following job roles; Reception Team Member, Housekeeping Team Member, Kitchen Team Member

Food Production and Cooking

for Kitchen Team Members

Hospitality Supervision and Leadership

Level 3 for the following roles; Duty Manager and Kitchen Team Leader, Head Housekeeper, Deputy Hotel Manager

- Reception Level 3
- Food and Beverage Level 3
- Kitchen Level 3

Hospitality Manager Level 4 for the following roles; Hotel Manager, Deputy Hotel Manager, Housekeeping Manager

- Front Office Level 4
- Housekeeping Level 4
- Food and Beverage Level 4
- Kitchen Management Level 4

NORTHERN IRELAND:

Hospitality Services Level 2

for the following job roles; Reception Team Member, Housekeeping Team Member, Kitchen Team Member

Food Production and Cooking

for Kitchen Team Members

Hospitality Supervision and Leadership Level 3

for the following roles; Duty Manager and Kitchen Team Leader, Head Housekeeper, Deputy Hotel Manager

- Reception Level 3
- Food and Beverage Level 3
- Kitchen Level 3

Hospitality Manager Level 4 for the following roles; Hotel Manager, Deputy Hotel Manager, Housekeeping Manager

- Front Office Level 4
- Housekeeping Level 4
- Food and Beverage Level 4
- Kitchen Management Level 4

ENGLISH AND MATHS:

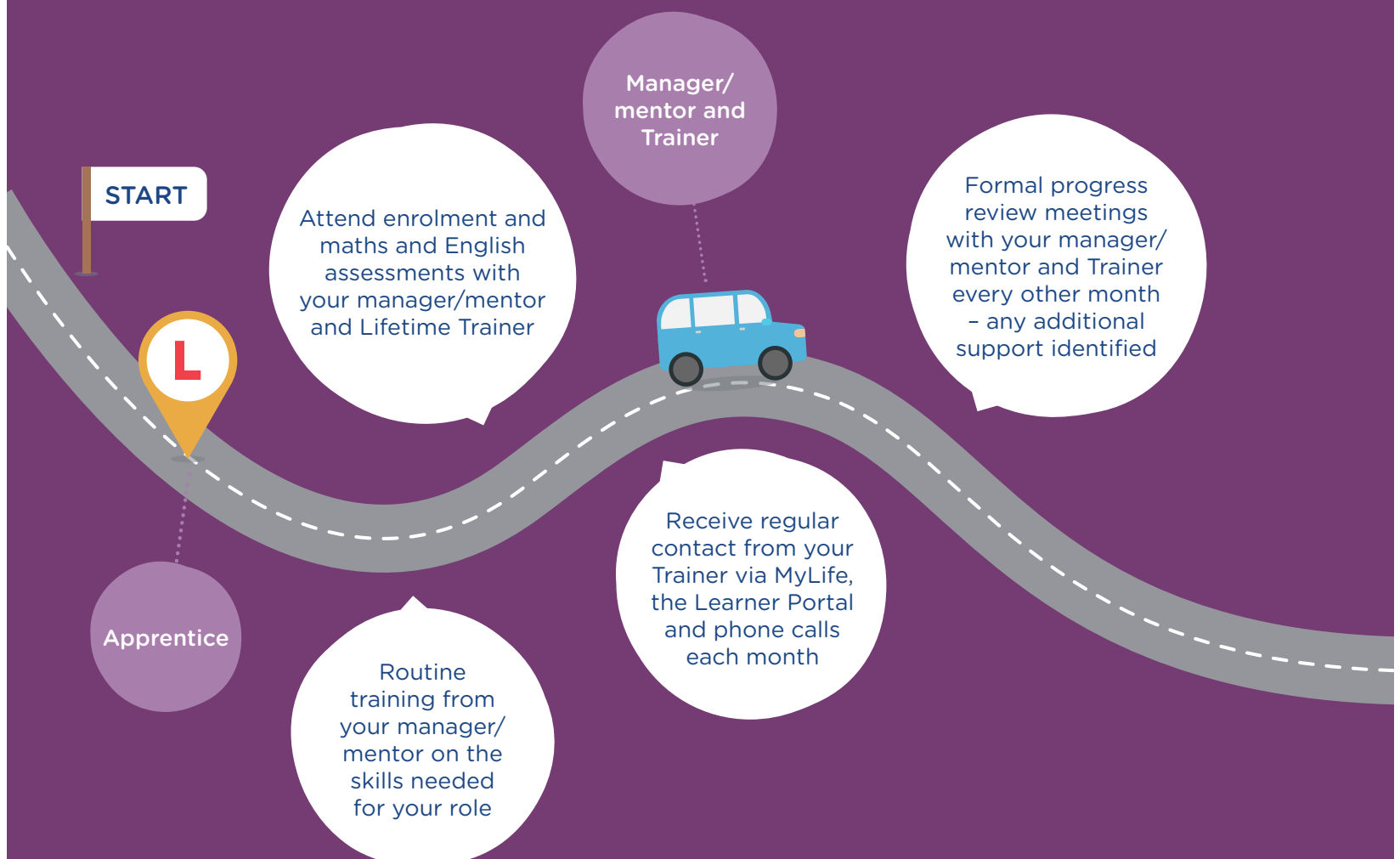
As part of your apprenticeship you will also need to achieve qualifications in maths and English, if you do not already have them. These are known as Functional Skills in England, Core Skills in Scotland and Essential Skills in Wales and Northern Ireland. They are the 'industry transferable skills' equivalent to holding the relevant GCSE levels.

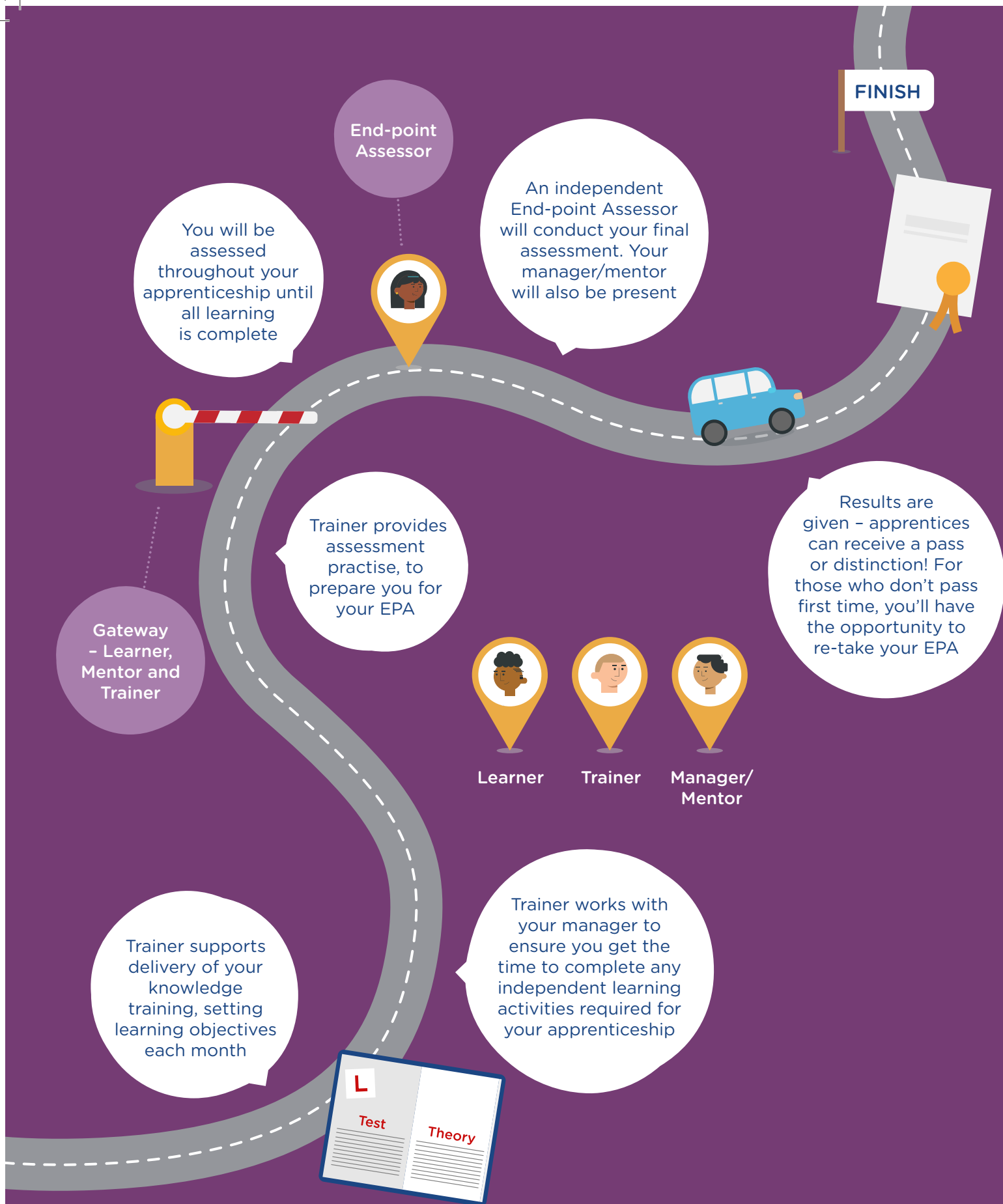
If you have completed these qualifications before, you'll be exempt so long as they meet the necessary requirements. If you don't have the required level, you will be supported by your Trainer to achieve these during your programme.

YOUR LEARNING JOURNEY - ENGLAND.

Think of your apprenticeship like a driving test. Your Lifetime Trainer and manager/nominated mentor are your instructors, giving you the knowledge, skills and behaviours through teaching and learning, with assessment practice along the way.

At month 12 there will be a 'gateway' discussion where it will be decided whether you are ready to take your End-point Assessment (EPA). A separate, independent assessor will conduct your final EPA and your manager/mentor will support you.



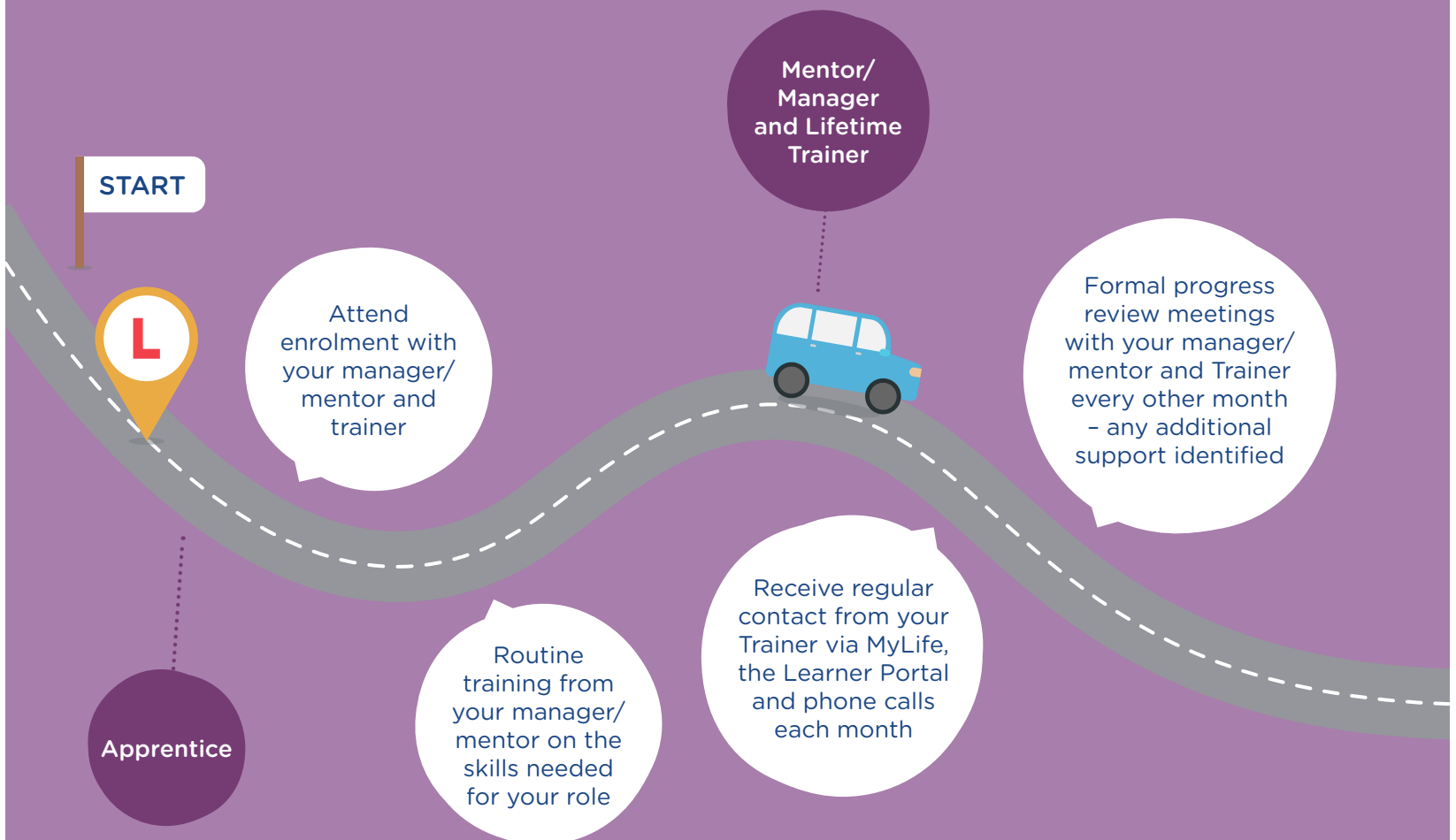


Month 1-12 Month 13-15

(Demonstrating a 12 month duration apprenticeship)

YOUR LEARNING JOURNEY - SCOTLAND, WALES AND NORTHERN IRELAND.

From the moment you start your apprenticeship, you will have a clear and detailed week by week plan of your learning journey. You will work across the different units, relating to your programme, and develop your knowledge, skills and behaviours. Once your trainer and manager are happy you have achieved all the learning for a unit, you will be assessed. You will achieve your programme once all units have been successfully assessed and approved by your trainer and manager.



FINISH

You will be assessed throughout your apprenticeship until all learning is complete

All units are completed and signed off by your Trainer and manager



Your programme is completed!



Learner



Trainer



Manager/
Mentor

Trainer supports delivery of your knowledge training, setting learning objectives each month

Trainer works with your manager to ensure you get the time to complete any independent learning activities required for your apprenticeship



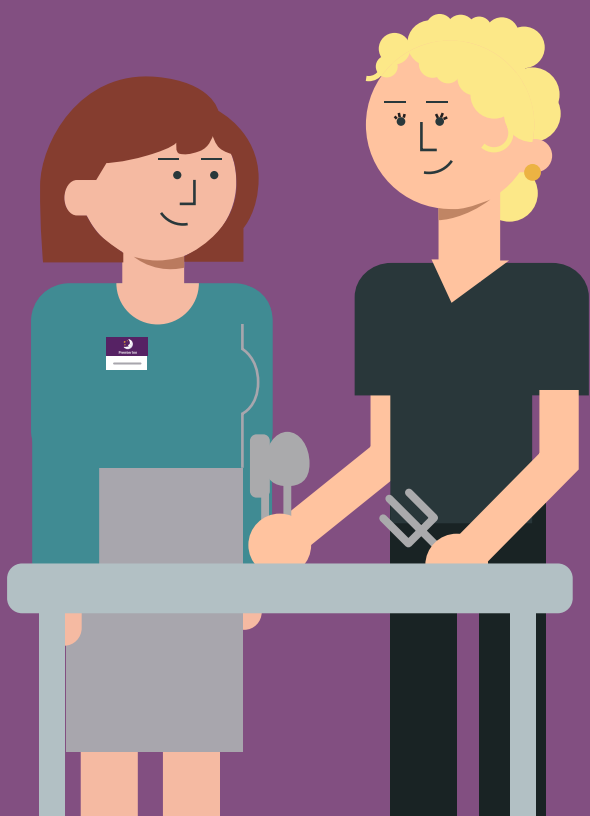
Training in Northern Ireland will be delivered by Lifetime's partner Belfast Met

20% OFF-THE-JOB (ENGLAND ONLY).

Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at your normal place of work but must not be delivered as part of your normal working duties. Your Trainer will be on hand to talk you through what the '20% off-the-job' training means for you and your manager. They will use the tasks below to provide guidance on how to use the off-the-job training hours effectively to train you.

THE TEACHING OF THEORY (IN WORKING HOURS).

- Training sessions led by the Trainer or on-site buddy
- Any new systems/equipment that has been introduced that the apprentice has been shown
- E-learning, such as: training that can be attributed to the apprenticeship for example food safety or health and safety
- Role playing, such as serving a guest or making specialist hot drinks before service
- Simulation exercises





PRACTICAL TRAINING.

- Work shadowing
- Developing others, such as showing new staff members the coffee machine etc.
- Scheduled team training
- Guest Service skills
- Brand training
- New menu launches
- Cook-offs
- Briefings/updates from managers on anything new/changing – i.e. new products coming in
- Health and Safety training relevant to the apprenticeship

LEARNING SUPPORT AND TIME SPENT WRITING ASSESSMENTS/ASSIGNMENTS.

- Online activities that are led by the employer or Lifetime
- Business Projects as part of the apprenticeship
- Time given to you to complete your reflective journal at the end of shifts

But don't worry, if you're ever unsure on the above your Trainer will be able to guide you through it.

YOUR SUPPORT.



TRAINER.

You will have the one-to-one support of a dedicated, qualified Trainer. They are the delivery experts who will help you to develop skills, provide coaching and support your assessment.

Your Trainer will:

- Meet with you face-to-face every other month to check off-the-job training, review progress and agree new learning actions
- Maintain regular contact with you via online phone calls each month
- Support and coach you throughout your apprenticeship
- Provide you with visibility of your progress



LINE MANAGER.

Your line manager will play an important part in your development. Your Trainer will support the delivery of the 'knowledge' training required as well as practice assessments. Your line manager will support your development of the 'skills' and 'behaviours' on the job.

Your line manager will:

- Be present for progress review visits with you and your Trainer
- Support you to achieve on-the-job skills
- Coach you in the workplace and make sure behaviours are aligned to the programme
- Make sure that you are given adequate time during work hours to complete off-the-job training and independent study
- Be available to attend the End-point Assessment activities
- Update Lifetime Training of any changes of circumstances (e.g. change of role) and approve any requested appointment changes



In Northern Ireland
your Trainer will be
from Belfast Met



YOUR APPRENTICE COMMITMENT.

- Sign a Learner Agreement to outline your commitment to your apprenticeship*
- Complete work within agreed timescales
- Upload submissions to the online Learner Portal
- Attend Trainer visits and distance support sessions every 4-6 weeks
- Commit to around three hours per month of self-study, set by your Trainer
- Bring relevant evidence of completed work
- Give at least 48 hours' notice to postpone or cancel an appointment

*Parental consent needed for 16-17 year olds



Premier Inn

LEARNING RESOURCES – IN ENGLAND, SCOTLAND AND WALES.

We want to provide the very best learning experience for you. Lifetime Training have developed first class technology and e-learning to support and guide you at every stage of your journey. Your Trainer will provide training on the below platforms at your enrolment visit.

SOCIAL LEARNING COMMUNITY – MYLIFE.

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

On MyLife you can:

- 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 Whitbread apprentices to collaborate and share knowledge



ONLINE LEARNER PORTAL.

One place to go to keep track of your apprenticeship programme and upload all your learning.

On the Portal you can:

- Follow your action plan
- Upload your work and evidence
- Manage and track your progress
- Easily view what learning you need to complete
- Access MyLife
- View your next visit date and contact your Trainer
- View you results



LEARNING RESOURCES – IN NORTHERN IRELAND.

In Northern Ireland, your training will be delivered by Lifetime's partner Belfast Met. Your programme will be delivered in the same way as your Whitbread colleagues in England, Wales and Scotland, however you will use a different online platform called Canvas.

CANVAS.

Canvas is an e-learning platform accessible via any computer, tablet or mobile device:

- Access different types of resources to suit learning styles and build knowledge
- Content is grouped into bite sized topics and tailored to a learning plan
- Learning content includes videos, audio, documents and internet links

Your Trainer will provide training on Canvas at your enrolment visit.



END-POINT ASSESSMENT - ENGLAND ONLY.

Once you are ready for your final assessment, you, your line manager and Trainer will have a conversation where you will all agree if you are ready for the last stage of your journey, the End-point Assessment. Here you will need to demonstrate the knowledge, skills and behaviours that you've learnt to an independent assessor.

In preparation for this, you will do practice and mock assessments, supported by your line manager and Trainer, to make sure you're ready.

You will then get your result, which could be a pass, merit or even a distinction. And much like a driving test, if you don't quite pass first time, you will receive more training and can take it again.

HOW TO APPLY.

INTERESTED IN APPLYING FOR THIS PROGRAMME?

You can apply online [here](#), and a Lifetime Training Course Advisor will be in touch to complete your application.

You can download this [apprenticeship guide](#) if you want to read through it in your own time.





in partnership with



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