

McDONALD'S
APPRENTICESHIPS

**A GUIDE TO
SUCCESSFUL
APPRENTICE
RECRUITMENT**



APPRENTICE RECRUITMENT

INTRODUCTION

Do you have a challenge recruiting talented individuals into your business that have the potential to be future leaders?

If so, recruiting an apprentice into your restaurant might be worth exploring.

Lifetime Training offer an Apprentice Recruitment service, free of charge, to all of our restaurants in the UK (exc. NI). So, how could this service benefit your business?

- Offering an apprenticeship position will reach a **different talent pool**, which in turn will support attraction
- There is **no additional cost** for restaurants – Lifetime advertise across multiple online jobs boards and pre-screen candidates for free
- A great opportunity to **recruit school/college leavers** looking to jump start a career in hospitality
- There is **no additional work** for restaurants – the usual OJE/interview takes place, with restaurants making the final decision on hires

So far we have recruited nearly 200 apprentices into the business with a fantastic retention rate of 80%.

WHAT SHOULD YOU CONSIDER?

Before you advertise an apprentice vacancy, there are some considerations that need to be made:

1. Do you specifically want to recruit an apprentice?

If you are struggling to recruit generally due to location of restaurant/transport links, Lifetime will also have the same challenges recruiting apprentices in the area. The apprentice recruitment service isn't going to solve existing recruitment difficulties. There should be a genuine desire to recruit an apprentice into the business, and provide them with structured support.

2. Can you and your team put in the time and dedication to help train an apprentice?

You should be invested in the idea that a recruited apprentice will need extra support and mentoring, as well as patience and guidance. They may start off a little slowly or be unsure, but with time, development and support they should flourish into valued members of the team.

3. Are you willing to be flexible with your expectations and give those a chance who may not meet your usual interview criteria?

Many recruited apprentices will not have previous experience and they may not be typical candidates you would choose to employ. They should, however have a strong desire to learn and a keen interest in working for McDonald's.

4. Are you able to offer a minimum of 30 hours per week?

It is a legal requirement that if you recruit an apprentice into your business, they must work a minimum of 30 hours per week, without exception. You'll also need to bear in mind the legislation around working hours for 16-18 year olds.

5. Do you see a recruited apprentice as being a long-term investment for your business?

If recruited apprentices have strong support both from their mentor, trainer and restaurant team from the start, over time they will prove to be a great addition to the team and who knows, maybe one day they will become a future leader themselves.

WHAT ROLES CAN YOU RECRUIT FOR?

Lifetime Training can currently recruit apprentices into the following roles:

Crew Member

Apprentices will complete Hospitality Team Member Food & Beverage Level 2 (5 x GCSEs A*- C / Level 4-9)

Customer Experience Leader and Customer Care Assistant

Apprentices will complete Customer Service Practitioner Level 2 (5 x GCSEs A*- C / Level 4-9)

HOW DOES IT WORK?

STEP 1

Visit www.mcdapprenticeships.co.uk to list your Crew Member, Customer Care Assistant or Customer Experience Leader apprentice vacancy. You must gain authorisation from your Franchisee/Operations Consultant prior to listing your vacancies

STEP 2

Create a confidential requisition using Crew or Customer Care Assistant template on your ORS and send the URL to Lifetime (successful applicants will be asked to apply via the link).

NOTE: To make your requisitions confidential, select 'Yes' under 'Confidential Job' field in the 'Requisition Information'. Making your job confidential will ensure your vacancy does not duplicate the vacancies already advertised by Lifetime.

To access the job URL, click on the green arrow 'Go to live post' under the Actions tab of the Job Postings section and copy the URL link

If you are looking to hire CELs or CCAs, after eligibility checks are carried out by Lifetime, all eligible candidates will be asked to apply on McDonald's careers website to sit the psychometric test.

STEP 3

Lifetime will then contact you to confirm your vacancy and post on a variety of national job boards, including the National Apprenticeship Service, Indeed, Get my First Job and Careermap among others.

STEP 4

Lifetime will contact and screen all applicants to ensure they are eligible for an apprenticeship and are a good fit for McDonald's

CEL or CCA's only: All eligible candidates will apply on McDonald's careers website to sit the psychometric test.

STEP 5

Shortlisted candidates will be sent to the hiring manager for an OJE and an interview. Interview details should be sent to Lifetime within 48 hours

STEP 6

Once you have interviewed the candidates, even if they aren't right for the role, you will need to provide competency-based feedback to Lifetime within 48 hours (you'll receive a feedback template to support you with this)

CEL or CCA's only: Hiring manager to identify any suitable candidates that pass SST and provide Lifetime with the names and dates for interview/OJE (within 72 hours of SST being completed)

STEP 7

If you would like to hire a candidate, let Lifetime know and ensure the candidate completes their online application via ORS after the interview

STEP 8

Three weeks after the apprentice's start date, Lifetime will check that the hiring manager and apprentice are happy and apprentice is settling in well. Enrolment onto the apprenticeship programme will then be booked with the apprentice mentor

OJE AND INTERVIEW FEEDBACK

It is important to provide clear feedback to Lifetime Training about candidates you interview for an apprentice position. To support you, we have created an editable apprentice feedback form alongside a few top tips, which will be emailed to you prior to the interview.

FAQS

MCDONALD'S APPRENTICE RECRUITMENT
POST-INTERVIEW FEEDBACK

Recruiting apprentices offers a fantastic way to widen your talent pool and provide learning opportunities to local communities you operate in. Apprentice recruitment differs from the usual process, where advertising and initial screening is completed by the expert team at Lifetime Training, who are on hand to guide you through the whole process. In turn, you commit to providing comprehensive post-interview feedback to Lifetime, so they can ensure candidates know which aspects to work on moving forwards. With this in mind, below is an editable feedback form to complete and before you start, a few top tips for you to consider.

TIMELY FEEDBACK
It is really important that Lifetime Training receive timely, competency-based feedback on all candidates who are interviewed.

- Please provide specific examples and avoid generalisations
- Provide this feedback to your Lifetime Recruitment Coordinator within 48 hours of the interview taking place
- Be open-minded when interviewing for an apprentice role
- At the end of the interview, if you would like to offer the role, please ensure candidate applies to one of your live requisitions and completes the psychometric test.

Things to remember when conducting apprentice interviews:

- Be open-minded – skills and knowledge can be taught, but the right attitude, willingness to learn and develop are really important
- Be aware that this may be most candidates' first job, or even first interview
- Previous qualifications or experience are not required – only a can-do approach is needed
- Engagement – are they genuinely interested in working for McDonald's and keen to complete an apprenticeship?
- Evaluate every candidate equally – we welcome people of all backgrounds at McDonald's

FEEDBACK GUIDANCE
Lifetime Training need clear competency-based feedback so they are able to provide this to the candidate and have a clearer idea of what qualities you are looking for in an employee. Providing strong feedback will support them in being able to place more suitable candidates for your restaurant and also helps the candidate to improve their approach for their next interview if they were unsuccessful. Use the table on the next page as a guide and complete relevant boxes.



Candidate name: _____
Interviewer name: _____
Date of interview: _____

Please provide specific examples of how the candidate displayed/ did not display the criteria

CRITERIA	EXCEEDS	MEETS	NOT MET	COMMENTS
Displays high levels of engagement/ enthusiasm	●	●	●	
Shows a passion for the industry and in completing an apprenticeship	●	●	●	
Talks about wanting to develop/ grow	●	●	●	
Answers all questions with a good level of engagement	●	●	●	
Displays pride in previous roles/ achievements	●	●	●	
Talks positively about being part of a team	●	●	●	
Talks positively about customer experience	●	●	●	
Demonstrates experience in that aspect/ working environment	●	●	●	
Positive body language displayed	●	●	●	
Shows understanding of day-to-day duties	●	●	●	
Asks questions about the role/ our business	●	●	●	
Fully flexible and able to work all shifts (age related)	●	●	●	

Who actually employs the apprentice?

You employ and pay your apprentice as you would any new employee, under standard terms and conditions.

How many hours should they work?

When hiring an apprentice through this service they should work at least 30 hours per week.

How will I know my new hire is eligible for an apprenticeship?

Lifetime complete all the eligibility checks before sending you shortlisted candidates.

What happens when my apprentice starts?

Your new apprentice will follow the standard McDonald's induction process. Three weeks after the apprentice starts, Lifetime will check that both the manager and apprentice are happy with the placement. If both parties agree, the apprentice will be enrolled onto programme by a Lifetime Trainer. If the apprentice needs more time to settle in, or there are any concerns, the apprentice will be enrolled once the issues have been resolved.

Do recruited apprentices need a mentor?

Every apprentice at McDonald's needs to have a mentor allocated from the start. This is crucial to ensure they have a positive on-boarding experience and welcome to McDonald's but also so they have support on their apprenticeship programme.



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