

WHITBREAD apprenticeships

THE WHITBREAD APPRENTICESHIP GUIDE.

SCOTLAND, WALES AND NORTHERN IRELAND

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"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

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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 Learning Coach, 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 recently became a Head Chef and I'm utilising the apprenticeship to help with this and my aspirations to become a Kitchen Manager."

Joshua Hadfield - Brewers Fayre, Kitchen Level 3

"It fits around my job and private life very well. My tutor is very understanding and works around my availability."

Connor Wright, Premier Inn - Kitchen Level 3

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

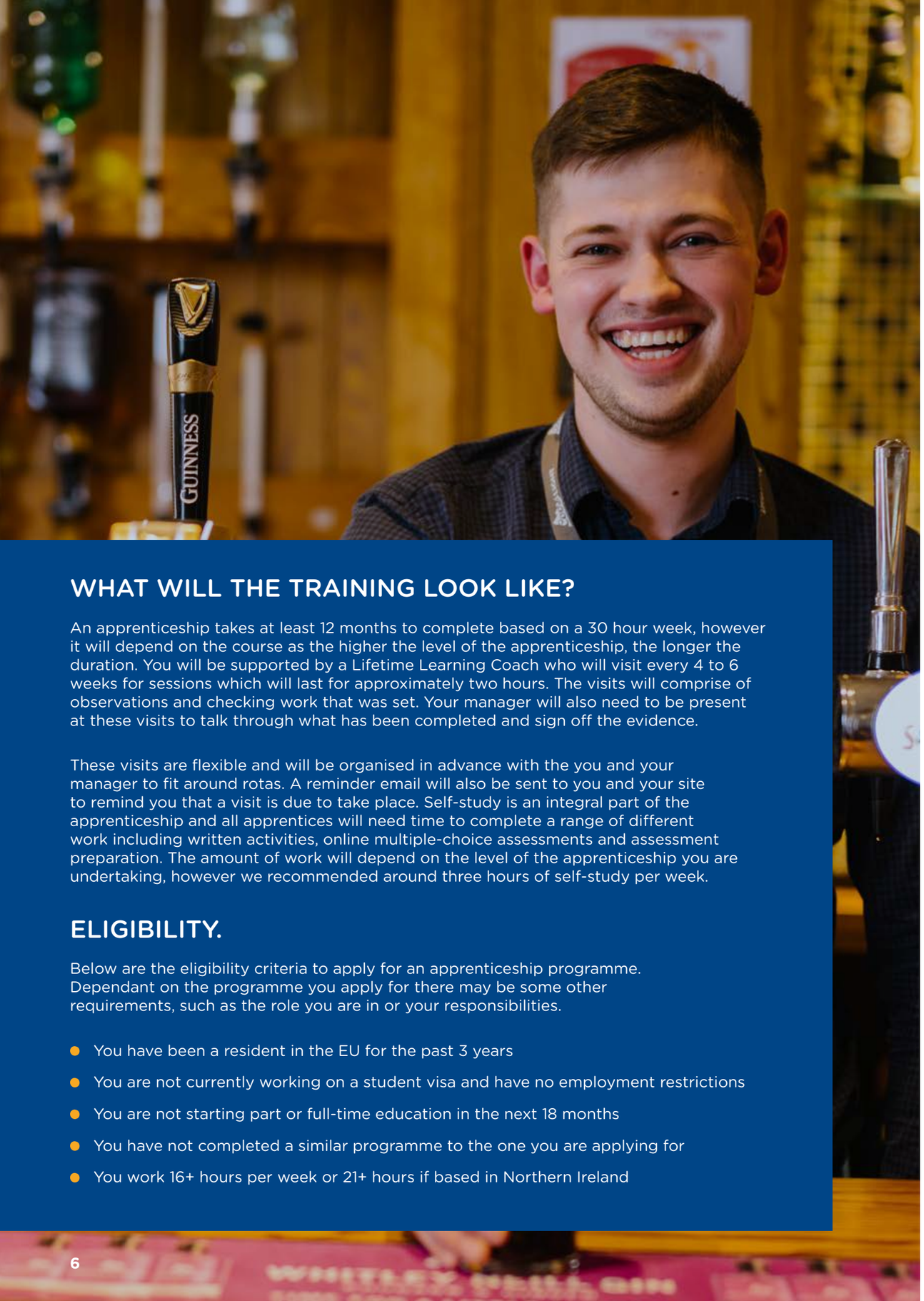
BENEFITS OF APPRENTICESHIPS.

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
- Achieve a nationally recognised apprenticeship
- Build your confidence
- Learn at your own pace
- Take on new challenges
- Use a variety of learning methods to support your development aligned to your roles and responsibilities
- 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





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 Learning Coach 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

Additional remote support from your Learning Coach

Learning resources to support individual study and project work

Electronic access to course content and learning resources

Practical observations

Online multiple-choice assessments

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.

SCOTLAND

- SVQ in Hospitality Services L2
- SVQ in Hospitality Supervision and Leadership L3
- SVQ in Management L3
- SVQ in Hospitality Management skills L4
- SVQ in Management L4

WALES

- Welsh Apprenticeship Diploma in Front of House Reception L2
- Welsh Apprenticeship Diploma in Hospitality Services L2
- Welsh Apprenticeship Diploma in Team Leading L2
- Welsh Apprenticeship Diploma in Management L3
- Welsh Apprenticeship Diploma in Hospitality Supervision and Leadership L3
- Welsh Apprenticeship Diploma in Hospitality Management L4

NORTHERN IRELAND

- Reception and Food & Beverage L2
- Reception and Housekeeping L2
- Supervision & Leadership - Reception Services L3
- Manager - Housekeeping L4
- Manager - Reception L4
- Manager - Food & Beverage L4



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 Learning Coach to achieve these during your programme.

YOUR SUPPORT.



LEARNING COACH.

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

Your Learning Coach 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

In Northern Ireland your Trainer will be from Belfast Met



LINE MANAGER.

Your line manager will play an important part in your development. Your Learning Coach 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 Learning Coach
- 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



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 Learning Coach
- Bring relevant evidence of completed work
- Give at least 48 hours' notice to postpone or cancel and appointment

*Parental consent needed for 16-17 year olds



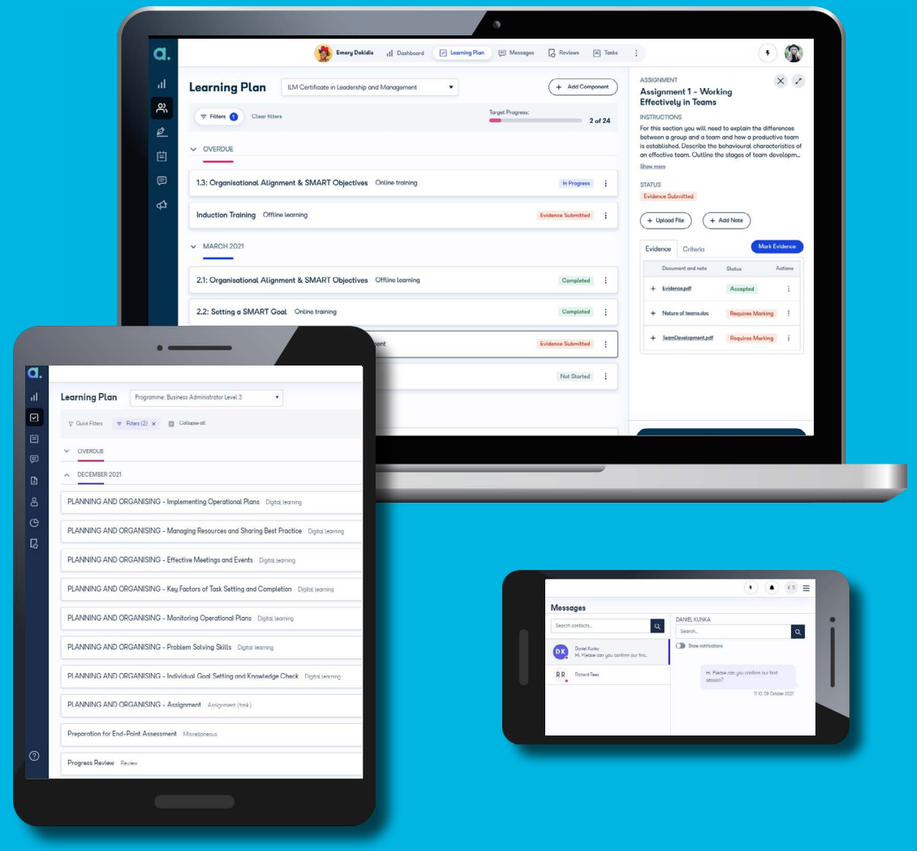
LIFETIME'S ONLINE LEARNING PLATFORM, APTEM.

Aptem provides you with a live view of your learners from pre-enrolment through to achievement.

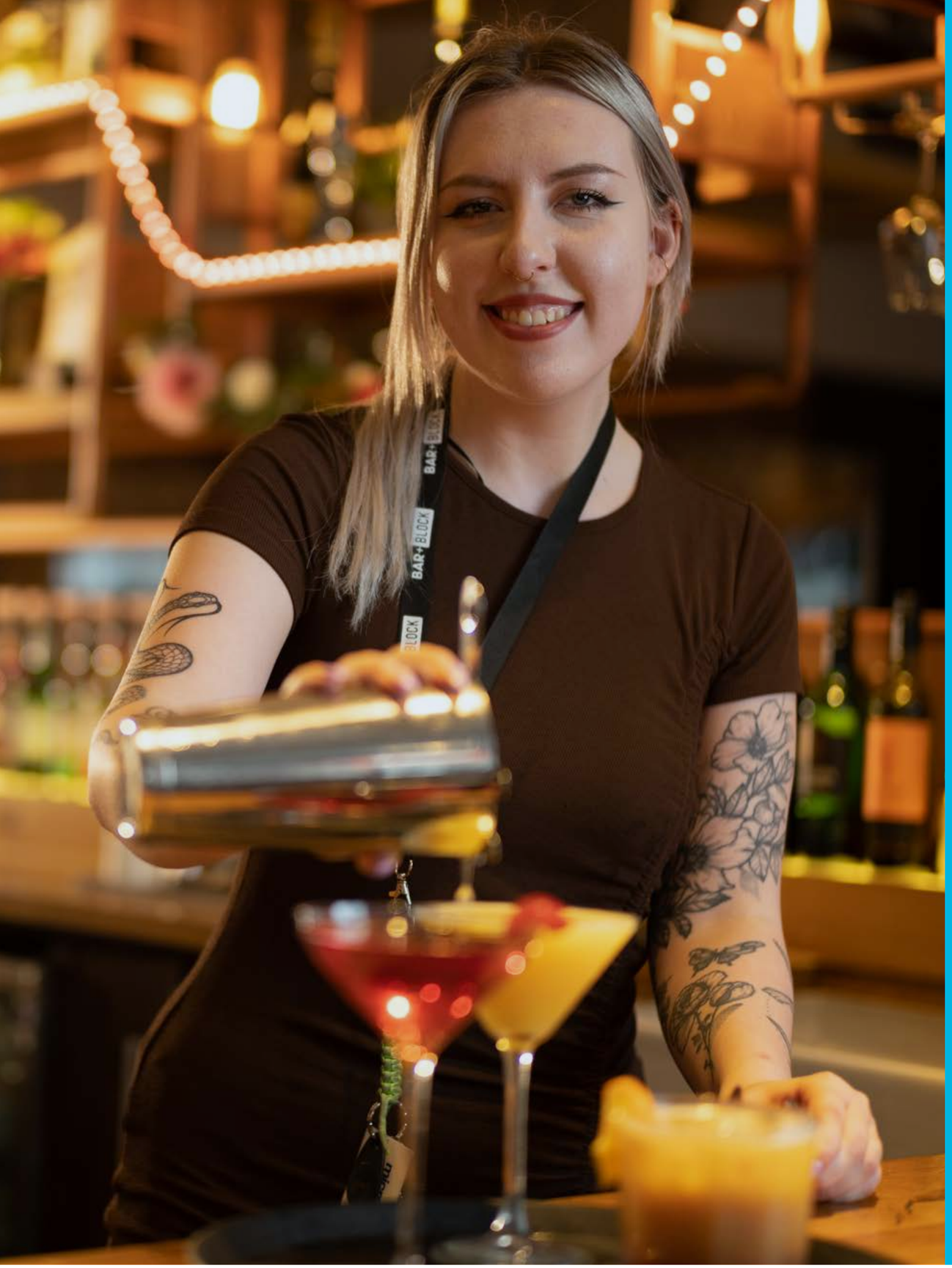
Aptem enables you to:

- Instantly see how learners are progressing against learning targets
- Sign apprenticeship paperwork with electronic signatures
- Access the messaging centre to see communications throughout the apprenticeship

This **guide** describes the various Aptem features and how to use them.







JARGON BUSTER/ GLOSSARY OF TERMS.

Nomination – Apprenticeship application

Enrolment – Sign up process / Onboarding

LC – Learning Coach

PAR – Divisional/Regional targets for apprenticeships

In Learning – officially signed up to programme

Onboarding – refers to the whole sign up process

MYC – Meet Your Coach, refers to first enrolment visit

BIL – Break In Learning

PPED – Past Planned End Date

Active Learning – Learners need to be classed as in active learning every 4 weeks, needs to demonstrate evidence of learning/development

Aptem – Lifetimes learning platform and learner management system

Achiever – Anybody that has successfully completed their apprenticeship

Leaver – Anybody who has left apprenticeship programme without achieving

Qualified – successfully completed eligibility stage and is now contributing to PAR whilst awaiting sign up

Cohort – a group of qualified learners awaiting a group start date (for Level 4 and 5)

Eligibility – criteria to qualify for apprenticeship prior to nomination

Functional Skills – Maths and English requirement

ESOL – English Speakers of Other Languages

ALN – Additional Learning Needs

ASN – Additional Social Needs

SQA – Scottish Qualification Authority

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.

WHITBREAD
apprenticeships

in partnership with

lifetime

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