



HILTON *Apprenticeships*

A MANAGER'S GUIDE

Hilton


Destinations
@HILTON



Welcome to the Hilton apprenticeship programme, our nationally recognised work-based training programmes. Apprenticeships are a fantastic way to train and develop your team, whether they're new into the role or looking to progress to the next level.

This guide contains everything you need to know about the programme, including the apprenticeships on offer and how to nominate your team members and support them through these opportunities.

WHAT IS AN APPRENTICESHIP?

- ✓ Training delivered in the workplace
- ✓ Nationally recognised
- ✓ Develops role relevant skills, knowledge and behaviours
- ✓ Depending on the programme, takes an average of 12-18 months to complete
- ✓ Apprentices must complete off-the-job training & learning
- ✓ Includes Functional Skills in maths and English
- ✓ Apprentices will work towards an End-point Assessment, undertaken at the end of the course by an independent organisation

MYTH BUSTING

- ✗ There are no age limits on who can apply to do an apprenticeship
- ✗ Both existing and new staff can apply
- ✗ Your Team Member can still apply if you have a higher - level qualification if you are gaining new skills
- ✗ Applying won't affect their salary

WHAT ARE THE BENEFITS?

Apprenticeships can play a significant role in workforce talent development strategies; improving retention, engagement and productivity, while delivering return on investment. Work-based apprenticeship training offers businesses a flexible training solution for all team members, from new starters to management level.

- Tailored, role-relevant training and qualifications for team members
- Easy access to online resources through Aptem (learning platform)
- Training that can support staff retention and progression

HILTON Apprenticeships



TEAM MEMBER / CHEF

HOSPITALITY TEAM MEMBER:

Conference and Events
Food and Beverage
Food Production
Housekeeping
Reception
Reservations
Hilton Chef Academy
Facilities Management L2

SUPERVISOR / ASSISTANT MANAGER / SENIOR CHEF

HOSPITALITY SUPERVISOR:

Conference and Events
Food and Beverage
Front Office
Housekeeping
Senior Chef in
Production Cooking
Team Leader Supervisor
Personal Trainer
Leisure Duty Manager
Apprentice Manager Programme
Business Admin
HR Officer
L&D Trainer
Facilities Management L3

HOD / MANAGER

HOSPITALITY MANAGER:

Conference and Events
Food and Beverage
Front Office
Housekeeping
Kitchen
Revenue
Project Manager

DO / DIRECTOR / HR MANAGER

SENIOR LEADERSHIP TEAM:

Departmental
Operations Management
Coaching Professional
HR Manager
L&D Manager

CLICK HERE OR SCAN TO REGISTER YOUR INTEREST.



HILTON Apprenticeships Scotland



TEAM MEMBER / CHEF

HOSPITALITY:

Front of House

Food and Beverage

Food Production

Housekeeping

SUPERVISOR / ASSISTANT MANAGER / SENIOR CHEF / MANAGER

Hospitality Supervision and Leadership
Management

CLICK HERE OR SCAN TO REGISTER YOUR INTEREST.



WHO GETS involved?

LIFETIME LEARNING COACH

Apprentices will have the 1-2-1 support of a dedicated Lifetime Coach. They are the delivery experts who plan skills development, train, coach and assess the apprentice.

THE COACH WILL ALSO:

- ✓ Meet with the apprentice and the Line Manager to check off training, review progress and agree new learning actions
- ✓ Maintain regular contact with the apprentice via online/ phone calls each month
- ✓ Provide training for the Line Manager in coaching and supporting apprentices
- ✓ Provide access and visibility of learner progress via Aptem
- ✓ Additional Lifetime Support: a separate Functional Skills Tutor will deliver maths and English to the apprentice (should they not already be at the required level for the apprenticeship). Learning Support Tutors are also available to those who need it.

LINE MANAGER

Line Managers will be key to the success of their Team Members on programme and their personal development.

Apprentice Line Managers should act as a role model – supervising, motivating and coaching the apprentice through their training to ensure they remain on track. They should also be the first point of contact for the apprentice, their colleagues, and Lifetime.

APPRENTICE LINE MANAGERS WILL:

- ✓ Support apprentice to achieve on-the-job skills aligned to the apprenticeship
- ✓ Be present for pre-booked Lifetime Coach visits
- ✓ Ensure the apprentice is given time at work to complete off-the-job training and learning required for the apprenticeship
- ✓ The apprentice Line Manager should also update Lifetime of any changes of circumstance or notify the Coach if a visit needs to be cancelled or re-booked.
- ✓ Lifetime has developed a number of supportive resources for managers to help you understand how the programmes work, what skills, knowledge and behaviours should be developed, and what training and support should be provided by the apprentice Line Manager in the workplace.

WHO GETS INVOLVED?

THE APPRENTICE

We want all our apprentices to succeed. They must be well prepared for the challenge and ready to commit to their apprenticeship. That's why all apprentice nominations must be approved by the Line Manager.

APPRENTICE COMMITMENT INCLUDES:

- ✓ Signing a Learner Agreement to outline their commitment to their apprenticeship
- ✓ Motivation to learn, develop and implement their new skills and knowledge
- ✓ Time to complete off-the-job self-study within agreed timescales
- ✓ Work with Lifetime Coach to create planned off the job training activities
- ✓ Attend progress review sessions, bringing relevant evidence of completed work
- ✓ Give at least 48 hours notice to postpone or cancel an appointment (which should be approved by the Line Manager)

CHAMPION

All recruited apprentices will receive the support of a Champion. This individual is separate from the Line Manager, giving the apprentice another support mechanism within their Hotel, to help apprentices to achieve.

APPRENTICE CHAMPION WILL:

- ✓ Attend Champion Webinars to ensure all skills are gained to support the apprentice
- ✓ Utilise documentation on the apprentice Hilton SharePoint site
- ✓ Ensure regular contact with the apprentice to motivate and guide the apprentice
- ✓ Provide feedback as appropriate to Learner's Line Manager
- ✓ Support apprentice with any award nominations that take place throughout the year

ONLINE TRAINING Resources

APTEM

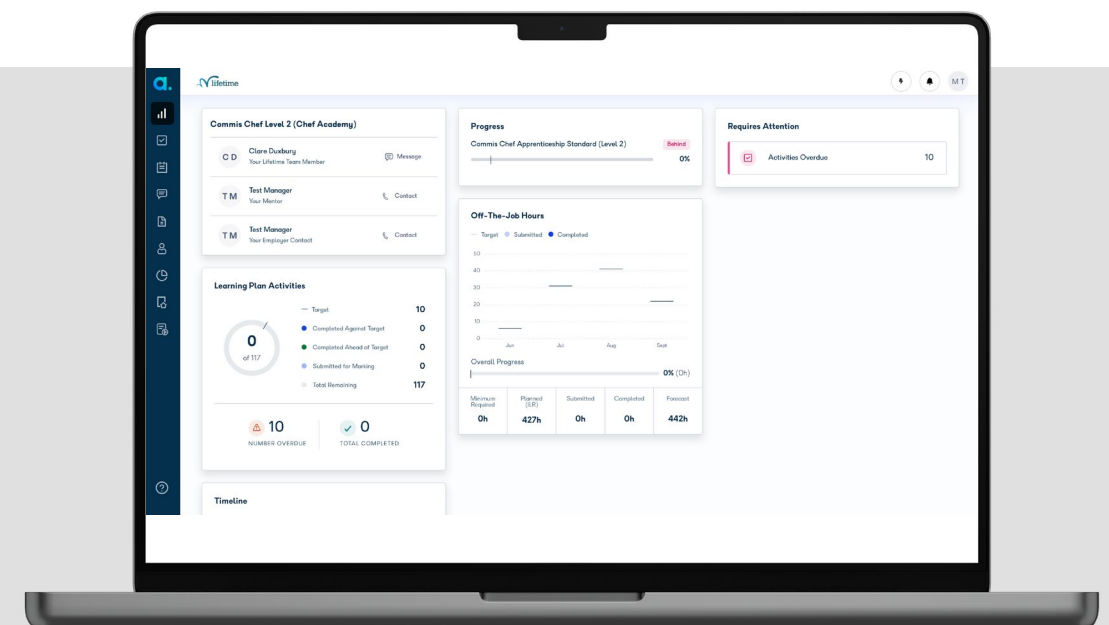
Aptem is Lifetime's online learning platform used to deliver and track your learning throughout the course.

Your assessments must be completed within a required period, 2 months for Level 2 and 3 months for Level 3, and will involve:

- All your learning is set out into manageable monthly learning topics
- Hosts a variety of interactive resources and activities to suit different learning styles
- Helpful dashboard to view your progress, track all the time spent on your learning activities (off-the-job hours) and highlight any upcoming or overdue learning activities
- Send and receive messages from your Learning Coach and view your scheduled training sessions and progress reviews dates
- Upload and store all completed work in one safe place

FOR LINE MANAGERS

Your line manager will also have access to this platform so they can review your progress throughout the programme to ensure you are supported and on track to succeed.



NEXT steps

STEP 1

Prior to nominating, Line Managers should consider the following:

- Right learner – right training
- Ensure eligibility criteria is met

STEP 2

Please follow the link to the **Hilton apprenticeship nomination page** and fill in all the details required.

STEP 3

Manager to send the nominations to the apprenticeship project team lead for funding approval

STEP 4

Lifetime will contact the apprentice to cross-check eligibility. Providing eligibility is verified, an enrolment visit will be arranged with the Lifetime Coach to take place in the workplace.

STEP 5

Enrolment takes place with the Lifetime Coach, apprentice and Line Manager. This will include an initial assessment to review the apprentice's working level in maths and English. A formal offer of an apprenticeship is then made, or other options discussed if the apprenticeship is not the best route for the individual.


ELIGIBILITY

- ✓ Must work a minimum of 16 hours or more per week
- ✓ Must have lived within the European Economic Area (EEA) or UK for a minimum of three years, or as a non-EEA citizen who has been granted permission to live in the UK by the UK government and ordinarily resided in the UK for at least three years
- ✓ Not currently a student in funded learning
- ✓ Approved by Line Manager
- ✓ Must not have a similar qualification at the same level or above

Hilton



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