

DE VERE

Apprenticeship Guide



Every detail
considered



Heart
& Soul



Intuitive
approach



Valued
relationships

DE VERE



Welcome!



Hospitality is an incredibly exciting sector to work in and at De Vere, we want to give an opportunity for everyone to create and develop their career in what we believe is the best industry in the UK!

We are passionate about offering all of our people the chance to grow and develop and we believe that at De Vere there is an opportunity for everyone to achieve this through the wide range of apprenticeship programmes we offer.

From chefs to sales professionals, receptionists to hotel managers, there is an apprenticeship for everyone. We know that enabling our colleagues to earn while they learn is a brilliant way to encourage our colleagues to grow and gain a professional qualification in a field that they enjoy.

Apprenticeships are a big part of how we support the development of our colleagues across all departments and at every level. We want to encourage everyone to take the opportunity to find out how an apprenticeship can help develop their skills and knowledge and support their career aspirations. This booklet will provide all the information necessary to help assess whether an apprenticeship is the right next step for you.

In partnership with:



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Apprenticeships

What are they?



Essentially, an apprenticeship brings together the best of education, training and work.

An apprenticeship is a job with training that leads to a qualification allowing you to earn and learn at the same time.

An apprenticeship is a recognised and respected qualification in your chosen field that has been designed and built by industry experts to truly reflect the skill needs of the industry.

They follow a practical approach to learning so you will be expected to demonstrate what you have learnt on the job.

Apprenticeships support development at all levels. From programmes to help you on the first steps of your career, right the way through to degree apprenticeships that could be an alternative to going to University. If college or university is not for you, rest assured there will be an apprenticeship that is right for you.

Most importantly, an apprenticeship is designed around the actual job that you are doing so from the first day, you are developing skills that will help you get ready for the next step in your career!

For example, someone stepping up to become a supervisor for the first time may choose to do a Level 3 Hospitality Supervisor apprenticeship. Not only will this allow them to develop the general knowledge and skills as a supervisor, the programme they do will also specialise in the field they work in such as housekeeping, bars or reception. Essentially, instead of doing a general course, you will gain a fantastic qualification focused directly on your role and your department path.

Common myths about apprenticeships



MYTH: APPRENTICESHIPS ARE JUST FOR NEW PEOPLE

Wrong: Apprenticeships are for everyone. No matter how long you have been working for De Vere, there could be an apprenticeship that could help you in your career.

MYTH: APPRENTICESHIPS ARE JUST FOR TRADES LIKE MAINTENANCE OR CHEFS

Wrong: Times have changed and you can now do an apprenticeship in pretty much anything. Yes there are still apprenticeships that will help you develop trade skills but there are also apprenticeships in areas such as sales, customer service, leisure and events. You can even do a degree apprenticeship if that is the next step for you.

MYTH: I CAN'T AFFORD TO DO AN APPRENTICESHIP AS THE SALARY IS TOO LOW

Wrong: Although there is an “apprenticeship minimum wage” that companies are allowed to pay we feel that this isn't the right thing to do. We will always pay the appropriate wage for the role and then if you are doing an apprenticeship we will fund that as well.

MYTH: I AM TOO OLD TO DO AN APPRENTICESHIP!

Wrong: In the past there were lots of restrictions about age and eligibility for apprenticeships but that has all changed. Now, providing you are over 16 years old, you can do an apprenticeship. Apprenticeships really are for anyone. From 16 to 70 years plus, there really are no restrictions.

MYTH: I HAVE TO START GOING TO COLLEGE IF I DO AN APPRENTICESHIP

Wrong: Although you can do apprenticeships at college, if you start an apprenticeship at De Vere you will do most of it on the job. There may be some masterclasses that are organised where you will go elsewhere to learn a specific aspect of the job but this will all be explained to you. One thing that we have in common with doing your apprenticeship through a college is that you will be eligible for an NUS Apprenticeship Card which will give you discounts in hundreds of shops and outlets!

MYTH: APPRENTICESHIPS AREN'T VALUED BY COMPANIES

Wrong: We can't speak for other companies but at De Vere we think apprentices and apprenticeships are amazing! Working with our learning partner, HIT Training, we are committed to investing in the future of our people and apprenticeships are a huge part of that investment.



Could I do an apprenticeship?



Am I over 16yrs old?



Am I working full or part time in hospitality?



I am not in full time education



If you can answer the above questions with a yes then you are potentially eligible to complete an apprenticeship.

Don't just take our word for it



IRINA

I've been working at De Vere Wokefield Estate for 14 years and I truly enjoy my job. Last year I heard that some of my work colleagues were about to start an apprenticeship. I was highly interested and decided to find out more information about benefits and opportunities by joining apprenticeships, and I thought: why not try? I'm studying Hospitality Supervisor Level 3 and the reason I chose this level is to expand my knowledge about the hotel industry and gain confidence. I enjoy the online workshops where I can meet other people, talk to them, ask questions and learning new skills from my trainer.

FINLAY

He's our amazing new horticulture apprentice at De Vere. We are proud to be sponsoring a bright future alongside Berkshire College of Agriculture, and well trained and experienced gold and grounds team.

He is part of De Vere's commitment to training and nurturing of talent, as well as raising the standard and environmental delivery of grounds across our group. We look forward to a long and successful partnership with Finlay.



SAM

Sam in the Maintenance team at Wokefield is currently completing a Level 2 Painter and decorator apprenticeship through Windsor colleges group.

Sam's assessor gave us an update on his progress 'Sam's a valued member of the team and we continue to see him grow throughout his apprenticeship which is great to see.



SHANNAN

I am really enjoying learning new things about our business and broadening my knowledge of customer service in the hospitality sector. It has helped me gain confidence on my delivery of customer service and I have learnt more about internal procedures that I can use to support my team and improve our overall customer service to our guests. My advice to anyone contemplating an apprenticeship, absolutely do it. You have nothing to lose, but perhaps a lot to gain.

MO

I wanted to gain further qualifications and this apprenticeship is providing me with relevant skills and knowledge to elevate my career and to take me to the next stage in my development. The apprenticeship is in depth, structured and challenging. Which given my current role in the business will add another dimension of responsibility and in turn improve my all round operations management, organisation and time management skills. I'm looking forward to the chance to learn and work at the same time and also the chance to challenge the norm.





Apprenticeships What to choose?



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Management



General Manager | Hotel Manager | Operations Manager | Senior HOD's

Apprenticeship Opportunities

Arden University – Level 7 Senior Leaders Executive MBA – suitable for General Managers and Senior Executives

Arden University – Level 6 Chartered Management Degree Apprenticeship – suitable for General Managers, Hotel Managers and Senior Operations Managers

Level 5 Operations and Departmental Manager Apprenticeship – suitable for General Managers, Hotel Managers and Senior Operations Managers

Level 4 Hospitality Manager Apprenticeship – suitable for General Managers, Hotel Managers and Senior Operations Managers

Level 3 Learner Mentor Apprenticeship – suitable all levels

Housekeeping



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Housekeeping Manager) – suitable for Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Housekeeping) – suitable for Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Hospitality Team Member (Housekeeping) – suitable for Team Member

* We appreciate that departmental roles and titles may vary so please speak with your HR team or HIT for further clarification if required.

Reception & Guest Relations



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Front Office Manager) – suitable for
Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Front Office) – suitable for Supervisor

Level 3 Customer Service Specialist – suitable for Supervisor and Assistant Head of Department

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Hospitality Team Member (Reception) – suitable for Team Member

Level 2 Customer Service Practitioner – suitable for Team Member

Bars



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Food and Beverage Manager) – suitable
for Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Bar Supervisor) – suitable for Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Hospitality Team Member (Alcoholic Beverage Service) – suitable for Team Member

Restaurant



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Food and Beverage Manager) – suitable for Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Food and Beverage Supervisor) – suitable for Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Hospitality Team Member (Food and Beverage Service) – suitable for Team Member

Maintenance



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Facilities Manager – suitable for Head of Department and Assistant Head of Department

Level 3 Facilities Management Supervisor – suitable for Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Facilities – suitable for Team Member

Level 2 Painting and Decorating – suitable for Team Member

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Conference Office



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Conference and Events) – suitable for
Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Events Supervisor) – suitable for Supervisor

Level 3 Events Assistant Apprenticeship – suitable for Assistant Head of Department and Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Hospitality Team Member (Conference Service) – suitable for Team Member

Leisure



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 3 Team Leader – suitable for Head of Department and Assistant Head of Department

Level 3 Leisure Duty Manager – suitable for Assistant Head of Department and Supervisor

Level 3 Exercise & Fitness (Personal Training) – suitable for Assistant
Head of Department, Supervisor and Team Member

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Leisure Team Member – suitable for Team Member

Level 2 Exercise & Fitness (Gym) – suitable for Team Member

Conference & Events Operations



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Conference and Events Manager) – suitable for Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Events Supervisor) – suitable for Supervisor

Level 3 Events Assistant – suitable for Supervisor and Team Member

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Hospitality Team Member (Conference Service) – suitable for Team Member

SPA



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 3 Team Leader – suitable for Head of Department and Assistant Head of Department

Level 3 Beauty Therapy – suitable for Assistant Head of Department and Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 2 Beauty Therapy – suitable for Team Member

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Grounds & Greenkeeping



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 3 Team Leader – suitable for Head of Department

Level 3 Landscape Horticulture Supervisor – suitable for Supervisor

Level 3 Landscape Horticulture Supervisor – suitable for Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 3 Golf Greenkeeping & Groundsmanship – suitable for Supervisor

Level 2 Horticulture Landscape Operative – suitable for Team Member

Level 2 Golf Greenkeeping & Groundsmanship – suitable for Team Member

Kitchens



Head Chef | Sous Chef | Chef de Partie | Commis Chef | Kitchen Porter

Apprenticeship Opportunities

Level 4 Hospitality Manager (Kitchen/Head Chef) – suitable for Head Chef or Sous Chef

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 3 Supervisor – suitable for Sous Chef or Chef De Partie

Level 3 Team Leader – suitable for Sous Chef or Chef De Partie

Level 3 Chef de Partie – suitable for Sous Chef or Chef De Partie

Level 3 Senior Production Chef – Sous Chef or Chef De Partie

Level 2 Commis Chef – suitable for Commis Chefs

Level 2 Production Chef – suitable for Commis Chefs

Level 2 Hospitality Team Member – suitable for Kitchen Porter

HR



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 5 HR Consultant/Partner Apprenticeship – suitable for Heads of HR

Level 5 Learning and Development Consultant/Business Partner – suitable for HR and L&D Managers

Level 3 HR Support Apprenticeship – suitable for HR Officers and HR Assistants

Level 3 Learning and Development Practitioner – suitable for HR Assistants,
Training Officers and Talent Trainers

Level 3 Learning Mentor Apprenticeship – suitable for HR Assistants,
Training Officers and Talent Trainers

Sales & Marketing



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Sales Executive Apprenticeship – suitable for Head of Department
and Assistant Head of Department

Level 3 Team Leading – suitable for Assistant Head of Department and Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 3 Business Administration – suitable for Assistant Head of Department and Supervisor

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Reservations



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Front Office) – suitable for Head of Department and Assistant Head of Department

Level 3 Hospitality Supervisor (Reservations route) - suitable for Assistant Head of Department and Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Level 3 Team Leader – suitable for Assistant Head of Department and Supervisor

Level 3 Business Administration – suitable for Supervisor and Team Member

Revenue Management



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Level 4 Hospitality Manager (Revenue) – suitable for Head of Department and Assistant Head of Department

Level 3 Team Leading – suitable for Assistant Head of Department and Supervisor

Level 3 Business Administration – suitable for Assistant Head of Department and Supervisor

Level 3 Learner Mentor Apprenticeship – suitable for all levels

Finance



Head of Department | Assistant Head of Department | Supervisor | Team Member

Apprenticeship Opportunities

Accountancy/Tax Professional Masters Degree Apprenticeship
at Level 7 – suitable for Head of Finance

Accounting and Finance Degree Apprenticeship at Level 6 – suitable
for Head of Finance and Head of Department

Payroll Assistant Manager Apprenticeship at Level 5 – suitable for
Head of Department and Assistant Head of Department

Payroll Administrator Apprenticeship at Level 3 – suitable for Supervisor

Assistant Accountant Apprenticeship at Level 3 – suitable for Supervisor

Accountant/Finance Assistant Apprenticeship at level 2 – suitable for Team Member

Emerging Leaders



Supervisor | Team Member

Apprenticeship Opportunities

This apprenticeship works alongside and supports the De Vere
Supervisory Management program 'Emerging Leaders'.

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with your HR team or HIT for further clarification if required.



Apprenticeships



LEVEL 6

ARDEN UNIVERSITY

CHARTERED MANAGER DEGREE APPRENTICESHIP –

BA (HONS) BUSINESS MANAGEMENT (CMI)

Aimed at first time or aspiring managers, as well as existing managers who have workplace management experience but limited formal training, the Level 6 Chartered Manager Degree Apprenticeship (CMI) helps build all the skills required to be a successful manager. As you achieve your business management degree, you will be provided with knowledge of key and cross-functional business and management disciplines while you continue to work in your current role. Studying for a degree alongside work-based learning, you will continually apply your knowledge directly to your role. Whether it's developing personal and management skills or the ability to understand people within organisations, this chartered management apprenticeship means you will graduate with an accredited degree and work-based learning experience.

CMI ACCREDITATION

Upon completion of this degree apprenticeship, learners will achieve a Level 5 Diploma in Management and Leadership and are able to apply for Chartered Manager status. CMI promotes excellence in UK management and leadership, and learners will have free CMI membership throughout their studies. This includes access to a range of resources including a large online library, the CMI mentoring service and UK networking events. Gaining CMI status opens new doors for professionals in the field and can fast track their career development and progression. As well as evidencing the level of professional management skills in your organisation.

COURSE DURATION: 4 years 6 months.



LEVEL 6

CHARTERED MANAGER DEGREE APPRENTICESHIP

BA (HONS) BUSINESS MANAGEMENT (CMI) WITH LEVEL 5 EXEMPTIONS

For experienced managers (especially those who have previously achieved an HND, DipHE, Foundation Degree or a Level 5 ILM or CMI Diploma in Leadership and Management) we may be able to create a bespoke, shorter apprenticeship programme to facilitate progression onto the Level 6 Chartered Manager Degree Apprenticeship.

CMI ACCREDITATION

Upon completion of this degree apprenticeship you are able to apply for Chartered Manager status. CMI promotes excellence in UK management and leadership, and you will have free CMI membership throughout your studies. This includes access to a range of resources including a large online library, the CMI mentoring service and UK networking events. Gaining CMI status opens new doors for professionals in the field and can fast track your career development and progression.

COURSE DURATION: 37 months.

LEVEL 7

SENIOR LEADER APPRENTICESHIP PLUS MBA (CMI)

The Senior Leader Apprenticeship plus MBA provides apprentices with the knowledge, skills and behaviours needed to implement positive change to your organisations from the get-go. Aimed at senior leaders with significant experience looking to further build their leadership capability and achieve an MBA. This apprenticeship is designed to accelerate your development as you expand and formalise your management experience. Covering modules such as implementing business strategies and ethical leadership, this senior leader apprenticeship will refine and sharpen existing skills, giving you everything you need to succeed in the modern workplace. As well as achieving a Level 7 Senior Leader Apprenticeship, students at Arden will also receive a Master of Business Administration at no additional cost. You will attend live sessions with academics and have an assigned professional coach who will support you to continually apply your learning into your workplace.

CMI ACCREDITATION

Upon completion of the Level 7 Senior Leader apprenticeship, you will also be awarded with the CMI Diploma in Strategic Leadership and be able to apply for your Chartered or Fellowship status with the CMI.

COURSE DURATION: 27 months.



LEVEL 5

OPERATIONS/DEPARTMENTAL MANAGER APPRENTICESHIP

Aimed at experienced Heads of Department and Operations Managers, the Level 5 Operations/ Departmental Manager programme is at the same level as a foundation degree and has been built around key business operational management skills needed in modern workplaces. This programme combines the focus of study between developing yourself as a person, with the skills needed to lead people and drive a business forward. The course content is built around the concept of operational management with specific focus on subjects such as project management, leading people, building relationships, communication, personal development and decision making.

Studying towards this qualification will involve a mixture of workshops, one to one coaching sessions, independent study, virtual learning environments and work based projects. This programme is assessed through a combination of a portfolio of evidence, project work and independent assessment. For those Operations Managers wanting to work towards the next step in their career, this programme will deliver the key operational management skills they will need.

MINIMUM COURSE DURATION: 18-24 months.



LEVEL 4

HOSPITALITY MANAGER APPRENTICESHIP

Every department needs a strong and skilled manager to lead the team. The Level 4 Hospitality Manager programme has been designed with these people in mind. Unlike some 'Management' programmes, this course has a specific focus on what management should look like within the hospitality sector.

Depending on which department you work in, you would then be able to specialise your learning experience to consider management responsibilities in your department. Specialisms include: Housekeeping, Reception, Bars, Food and Beverage, Kitchen Management, Revenue and Conference and Events Operations.

The Level 4 Hospitality Manager course focuses on the four topics of Business, Leadership, People and Customers and is assessed through a combination of a business related project, a test and a professional discussion. This is perfect for managers who want to progress within the business as it combines elements of workshops and on the job activity.

MINIMUM COURSE DURATION: 18-24 months.

LEVEL 3

HOSPITALITY SUPERVISOR APPRENTICESHIP

Within hospitality, the supervisor is one of the most important positions in any team as they often provide the link between the manager and the rest of the colleagues. It can also be one of the most daunting positions to take up as it is often the first time an individual has responsibility for managing other people. This course, similar to the Hospitality Manager programme is specifically designed to support supervisors in our industry. Not only does it cover the core elements of Business, People, Customers and Leadership, it does so by relating them to the area of specialism that the learner is working in. This could include: Food and Beverage Service, Bar Supervisor, Housekeeping Supervisor, Concierge Supervisor, Front Office Supervisor and Events Supervisor.

The assessment for this programme is through a combination of on the job observations, tests and a business project.

MINIMUM COURSE DURATION: 18 months.



LEVEL 3

TEAM LEADER

APPRENTICESHIP

Whereas the Level 3 Hospitality Supervisor apprenticeship allows the learner to gain the skills and knowledge to lead a team whilst specialising in the particular hospitality function they work in, the Team Leader Apprenticeship purely focuses on developing the individual's line management and leadership skills without that need for specialising. This programme is ideal for anyone who is leading a team that is not guest facing and will help them develop the skills needed to guide, direct and motivate a team of people to achieve business goals. This is also the apprenticeship all Emerging Leaders will work towards as their development will allow them to work across multiple departments with the aim to only choose a long term specialism towards the end of their programme.

MINIMUM COURSE DURATION: 12 -18 months.

LEVEL 2

HOSPITALITY TEAM MEMBER

APPRENTICESHIP

A Hospitality Team Member can work in a wide range of different roles and departments within a hotel. From housekeeping to reception, bars to banqueting, it is the team member that is often the 'face' of the business to the guest. The Hospitality Team Member apprenticeship is perfect for those people starting their career in hotels in one of the following departments: Bars, Restaurant, Food and Beverage, Conference, Meetings and Events, Banqueting, Housekeeping, Reception, Concierge, Food Production, Kitchen Porter and Reservations.

The Hospitality Team Member apprenticeship introduces you to core elements of working as part of a team but then also allows each person to specialise in their training in relation to the role that they are in. The real focus of this course is to help the individual develop the skills to deliver exceptional customer experiences, matching their wants and needs with the products and services on offer.

This programme is assessed through a combination of tests, observations and discussions and is the ideal course for someone starting their career in hospitality.

MINIMUM COURSE DURATION: 12 months.



LEVEL 4

FACILITIES MANAGER APPRENTICESHIP

A hotel is a complex business with lots of components that need a team of people to ensure that it is always in the best condition and all of the facilities are in good working order. A facilities manager or chief/senior engineer is responsible for ensuring the upkeep and maintenance of the property. The Level 4 Facilities Manager apprenticeship will support these senior managers who are responsible for the safe day to day working environment.

The course covers all aspects of Facilities Management including: property asset management, service delivery, compliance, health & safety, management systems, policy and procedures, stakeholder management, people management and financial procurement.

The programme will enable managers to be better equipped to manage the maintenance department and ensure the property is safe and secure for all. Successful completion of the apprenticeship will meet the full requirements of the IWFM (Institute of Workplace and Facilities Management) at Associate grade. During the programme, apprentices will receive membership of IWFM at the Affiliate grade.

MINIMUM COURSE DURATION: 18-24 months.

LEVEL 3

FACILITIES MANAGEMENT SUPERVISOR APPRENTICESHIP

Facilities Management impacts on the vast majority of hotels and venues across the business and adds value through a highly skilled workforce creating efficiencies in service delivery and implementation.

It encompasses multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace. Effective Facilities Management, combining resources and activities, is vital to the success of our organisation.

At a corporate level, it contributes to the delivery of strategic and operational objectives. On a day-to-day level, effective Facilities Management provides a safe and efficient working environment, which is essential to the performance of our business – whatever its size and scope. Within this fast growing professional discipline, facilities managers have extensive responsibilities for providing, maintaining and developing myriad services. These range from property strategy, space management and communications infrastructure to building maintenance, administration and contract management.

MINIMUM COURSE DURATION: 18-24 months.



LEVEL 2

PROPERTY MAINTENANCE OPERATIVE APPRENTICESHIP

Supporting the work of the chief engineer or facilities manager are teams of maintenance engineers and assistants. The role of a maintenance assistant is to ensure that our buildings are kept in good condition and that electrical, plumbing, plant, safety systems and equipment are in working order. They are required to work with a great deal of autonomy but also be ready to respond to problems and faults at a moments' notice.

The Level 2 Property Maintenance Operative Apprenticeship will focus on developing the skills and knowledge to undertake preventative and reactive maintenance on buildings, adhering to all health, safety and compliance responsibilities. Some of the core competencies will include learning how to: understand and maintain plumbing and drainage systems, understand and maintain electrical distribution, understand and demonstrate the safe use of hand and power tools, safe working at height, carry out painting and tiling tasks and understand and maintain heating ventilation systems.

This is a very practical course and covers a wide range of topics to help support the development of highly professional maintenance operatives.

MINIMUM COURSE DURATION: 18 Months.

LEVEL 2

PAINTING AND DECORATING APPRENTICESHIP

Keeping all of our properties in perfect condition is a challenging job and we rely on different teams of people to help us achieve this. One of the key roles in ensuring everything looks good for our guests is that of the painter and decorator. As the job title suggests, their responsibility is to support the maintenance team in ensuring every part of the property is looking at its very best. The course has a broad range of content and will include topics including: health, safety and welfare in construction, principles of building construction, preparing surfaces for decoration, paint application systems, wallpapering to walls and ceilings, specialist finishes and decorative work, erecting and using height equipment and platforms and creating and applying colour.

Assessment of this course will be through a range of practical, on the job observations and some written work.

MINIMUM COURSE DURATION: 12-24 months.





Kitchen Apprenticeships



The development of the kitchen brigades is a key commitment within all properties and there are a range of programmes to choose from to support this development. The right programme for the individual will be dependent upon a combination of their existing knowledge and skills, the type of kitchen the individual is working in and the nature of the menus they are expected to produce.



LEVEL 3

CHEF DE PARTIE APPRENTICESHIP

As a Chef de Partie (CDP), there will already be a high level of skills and knowledge of how to work in a commercial kitchen. This course is suited for those chefs working in kitchens where there is a degree of freedom to design and change menus and an emphasis on creating dishes from start to plate. This programme will really take these chefs to the next level. It is an in depth culinary programme that will take the chef on a learning journey of how to plan, prepare, cook and serve an incredible range of food. From pastry to game, proteins to puddings, breads to fish, the CDP apprenticeship really is the benchmark for culinary excellence. The programme is mainly based on the practical application of learning within the kitchen and each chef will be able to attend masterclasses run by our delivery partners in professional kitchens or cookery schools.

As a CDP is a senior member of any kitchen brigade, the course will also cover elements of people management, financial awareness and food safety. The assessment for this programme will include observations, tests and a culinary challenge!

MINIMUM COURSE DURATION: 12-18 months.

LEVEL 3

SENIOR CHEF APPRENTICESHIP IN PRODUCTION COOKING

This programme will best suit those kitchens where the emphasis is more on planning, preparing and delivering menus that are based on De Vere standards such as conference buffets, Smart Space and grab and go.

In these businesses, this programme will most likely suit a Chef de Partie or Junior Sous Chef, who is responsible not only for the planning and delivery of the menu, but also has key responsibilities for leading a team and monitoring the overall standards of the kitchen as a whole.

This programme will cover kitchen operations from a management perspective as well as elements of legal compliance, nutrition and menu planning, people management and business skills.

Within our businesses, where we constantly provide memorable moments to conferences, banquets and events, the CDP/Junior Sous is a vital element within any kitchen brigade and this programme will help the learner develop the skills to really support their progression and ongoing development.

MINIMUM COURSE DURATION: 12-18 months.



LEVEL 2 COMMIS CHEF APPRENTICESHIP

The Level 2 Commis Chef Apprenticeship is the perfect programme for all new and aspiring chefs. One of the main aims of any commis chef is to learn and understand how to carry out the basic functions in every section of the kitchen. This programme will be best suited for chefs working in kitchens where there is an emphasis on the production of food to order and there are elements of freedom in the design and delivery of menus.

Starting with the basics of working safely within a kitchen and managing the quality and freshness of the food, the programme moves on to cover the skills and knowledge needed to prepare, cook and serve a wide range of foods. Not only will the commis chef learn about what factors go in to designing a menu, they will also learn how to prepare and cook an impressive range of dishes and food types. This will include: meat, fish, poultry, game, offal, shellfish, vegetables, breads, pastry & desserts, sauces and stocks.

To help with the range of food groups, there will also be a number of masterclasses for the learners to attend, focusing on the practical skills needed to cook and serve all of these foods.

MINIMUM COURSE DURATION: 12 months.

LEVEL 2 PRODUCTION CHEF APPRENTICESHIP

This programme will be best suited for a commis chef in a conference and banqueting style kitchen where the focus is on producing amazing food based on a core menu such as Smart Space, buffet or banqueting.

Commis chefs are required to support the kitchen brigade in the production and cooking of entire menus and this programme will help new and aspiring commis chefs understand the knowledge and skills they need to be able to excel in this role.

Based around the practical skills needed to do the job, this programme focuses on ensuring the correct standards are always adhered to in relation to food, hygiene, safety, specifications and process.

Learners will also gain an understanding around the importance of kitchen operations, nutrition, compliance, personal development, communication skills and teamwork.

The assessment for this course will include tests, observations and professional discussions.

MINIMUM COURSE DURATION: 12 months.



LEVEL 5

COACHING PROFESSIONAL APPRENTICESHIP

There has been a growing demand for the professionalisation of coaching to include one-to-one coaching, team coaching, leadership coaching and for coaching skills to be embedded within culture and governance infrastructures to support future ways of working.

The broad purpose of this Apprenticeship is to enable you to work with a wide range of individuals and teams across your organisation and to empower and engage with them to enhance their professional performance. Coaching is a way of leading in a nondirective manner, helping people to learn through deep listening and reflective, open questions rather than instructing, giving advice or making suggestions.

This programme is for experienced HR and L&D operators who face the challenge of aligning the learning and development plans with the strategic business goals and working to ensure the two meet up.

Assessment for this programme will be a blend of written work, portfolio evidence, interview and knowledge test.

MINIMUM COURSE DURATION: 14 months.

LEVEL 4

SALES EXECUTIVE APPRENTICESHIP

A Sales Executive is a sales person working in either the Business to Business or Business to Consumer part of our business with responsibility to sell a specific product line or service. They plan their sales activities, lead the end-to-end sales interaction with the customer and manage their sales internally within their organisation.

They will be responsible for retaining and growing a number of existing customer accounts, and generating new business by contacting prospective customers, qualifying opportunities and bringing the sales process to a mutually acceptable close. Typically, a Sales Executive will deal with a single point of contact for each sale, and will present a pre-considered value proposition.

A Sales Executive understands our organisation's product(s) or service(s), and will develop customer relationships by establishing rapport and building trust and confidence in their own and the business' capabilities through demonstration of product knowledge, competitor knowledge and of the market in which they operate, ensuring a positive customer experience.

MINIMUM COURSE DURATION: 18 months.



LEVEL 3

EVENTS ASSISTANT APPRENTICESHIP

Conference and events are central to De Vere and ensuring that we have the best trained events teams is paramount to our ongoing success. The Level 3 Events Assistant Apprenticeship is perfect for anyone working within conference and events and is involved in the planning and organisation of events both internally and with external clients.

This programme is a perfect follow on for people within the events team to the Level 2 Business Administration Apprenticeship as it takes a more specialist, in depth look at what it takes to plan and deliver an event.

The programme focuses on individuals gaining the knowledge and skills to deliver events that are professionally managed, commercially successful and operationally sound.

MINIMUM COURSE DURATION: 18 months.

LEVEL 3

BUSINESS ADMINISTRATOR APPRENTICESHIP

Keeping a hotel running smoothly takes teams of dedicated professionals in all areas of the business. Behind the scenes, the back of house departments are the engine rooms for the success of the day to day operations and the amazing conferences and events that happen throughout all of our properties.

A Level 3 Business Administrator Apprenticeship is aimed at those colleagues, working in offices, who may also have responsibility for guiding, supporting and leading others within the same function. These roles may liaise with both internal and external customers and are required to ensure the efficiency of service from their department. It is an in depth course that will enable those completing it to develop the key skills needed to run an office function.

This will include IT skills, data management, decision making skills, interpersonal and management skills, communication skills, project management, compliance, stakeholder management, business fundamentals and external business factors. The knowledge required to successfully lead a team within a business function is very broad and this apprenticeship will enable those in key roles to do that.

MINIMUM COURSE DURATION: 12-18 months.



LEVEL 5

HR CONSULTANT/PARTNER APPRENTICESHIP

Human resources is the people function that supports all colleagues within our properties. The level 5 programme is specifically aimed at experienced HR professionals who want to build on an existing qualification or knowledge. The programme covers all aspects of Human Resource Management including colleague attraction and engagement, through to the employee life cycle and the legal aspects of employment law. This is a very in depth programme and is best suited for individuals already working within the HR function with a clear commitment and drive to progress their career.

Assessment for this programme will be a blend of written work, portfolio evidence and professional discussions.

Upon successful completion of the programme, apprentices will receive Chartered Institute of Personnel and Development Level 5 Qualification in HR Management. They will also be able to gain associate membership of the CIPD.

MINIMUM COURSE DURATION: 18-24 months.

LEVEL 3

HR SUPPORT APPRENTICESHIP

This apprenticeship is aimed at individuals newly appointed to an HR role who will be involved in delivering frontline support to HR managers and employees; or for existing HR staff who would like to gain a recognised qualification and further improve their knowledge and understanding of HR.

The programme will cover HR legislation and policy, the role of the HR function, systems and processes and supporting the wider HR team in all aspects of the colleague employment journey. This could include supporting the attraction/recruitment elements, induction and on boarding, training and development and all aspects of employee relations.

This programme is recognised by the CIPD and upon completion you will be able to apply for membership.

MINIMUM COURSE DURATION: 18-24 months.



LEVEL 5

LEARNING AND DEVELOPMENT CONSULTANT/BUSINESS PARTNER APPRENTICESHIP

Learning and Development is a specialist function working alongside HR and is responsible for the ongoing development, training and succession planning for all colleagues within the business. The overall aim is to improve the performance of the individual and the company by finding the right learning solution to meet the needs of the situation.

This programme is for experienced HR and L&D operators who face the challenge of aligning the learning and development plans with the strategic business goals and working to ensure the two meet up.

As part of the apprenticeship, learners will study towards either the CIPD certificate or diploma in learning and development.

This programme will be assessed by tests, written work, a personal CPD log, professional discussion and a work based learning project.

MINIMUM COURSE DURATION: 18-24 months.

LEVEL 3

LEARNING AND DEVELOPMENT PRACTITIONER APPRENTICESHIP

Learning and Development sits alongside HR and supports the business and colleagues in improving performance. This could be through training courses, online training, coaching sessions, inductions, training collateral or a variety of other methods to help colleagues grow and develop within their role. People are the most valuable resource within our business and the role of an L&D practitioner is essential in identifying training needs, designing training interventions and delivering and evaluating training solutions. This programme would suit colleagues working within HR, operational roles or as Talent Trainers, where training colleagues is a significant part of their job.

The programme will focus on the delivery of training, how to identify what training is needed, how to signpost people towards training and linking training with the objectives of the business and the individual. It is ideal for anyone who has a passion for sharing knowledge and experience with others and is responsible for supporting the ongoing development of colleagues within the business. Successfully completing this programme would allow the learner to apply for associate membership of the Chartered Institute for Personnel and Development.

MINIMUM COURSE DURATION: 18-24 months.



LEVEL 3

BEAUTY THERAPY APPRENTICESHIP

This is an advanced course that will build on the existing skills and knowledge of colleagues working in a beauty therapy role who have already gained a relevant level 2 qualification.

The Level 3 apprenticeship will equip the learner with a wider range of treatment skills they will be able to offer within the spa with more of a focus on massage.

The course will enable the learner to deliver treatments including: facial electrical treatments, body massage, Indian head massage, aromatherapy massage with pre-blended oils and hot stone massage.

MINIMUM COURSE DURATION: 12 months.

LEVEL 2

BEAUTY THERAPY APPRENTICESHIP

The Level 2 Beauty Therapy Apprenticeship is the perfect foundation for anyone wanting to build a career in the beauty industry. It is the industry standard for anyone wanting to work towards becoming a professional therapist, delivering a wide range of beauty treatments in a spa and salon environment.

The programme will be based around a combination of learning the knowledge surrounding beauty therapy as well as spending plenty of time mastering the skills needed to excel in a commercial salon or spa.

During the apprenticeship, the topics covered will include: waxing treatments, hand and nail treatments, foot treatments, facial treatments, eyelash and eyebrow treatments, massage, make up application (day/evening & bridal), skincare treatments and health, safety and hygiene.

The training combines both theory and practical elements to ensure that the learner has a full and in depth knowledge of the subjects and skills involved.

MINIMUM COURSE DURATION: 12 months.



LEVEL 2

INTERMEDIATE APPRENTICESHIP IN INSTRUCTING EXERCISE AND FITNESS

This apprenticeship is designed to give the knowledge required within the health & fitness industry. Additionally, the apprenticeship improves generic skills for the sector including communication, teamworking and customer service. It addresses health and fitness sector specific skills gaps in order to provide a welcoming environment in which customers can become healthy and active with appropriate guidance and supervision from fully qualified professionals. Job roles may include reception duties, maintenance, prepare, deliver and evaluate exercise sessions/ membership sales.

Course content covers anatomy and physiology, principles of exercise and fitness as well as planning, delivering and evaluating exercise sessions with both individuals and groups.

MINIMUM COURSE DURATION: 12 months.

LEVEL 3

PERSONAL TRAINING APPRENTICESHIP

The role of a Personal Trainer is to coach clients (on a one to one and small group basis) towards their health and fitness goals. Through the design and provision of creative and personalised exercise programmes and instruction, nutritional advice and overall lifestyle management, Personal Trainers will motivate clients to positively change their behaviour and improve their overall wellbeing by providing specialist, tailored advice within their scope of practice, while always being aware of when to refer clients to relevant appropriate professionals for specialist information and guidance.

This course covers advanced anatomy and physiology, advanced nutrition as well as specific client programming working towards their goals.

MINIMUM COURSE DURATION: 15 months.



LEVEL 3

LEISURE DUTY MANAGER APPRENTICESHIP

The Leisure Duty Manager promotes customer well-being and encourages customers to adopt and maintain an active healthy lifestyle. They drive improvements to the customer experience and ensure members of staff are aware of how to support diverse customers and give an understanding how this will contribute to customer loyalty and retention in support of the business goals and brand. The Leisure Duty Manager will provide visible leadership to a diverse range of staff such as lifeguards, receptionists, sports coaches and fitness teams. Their responsibility is to manage staff performance and on-going development to ensure staff are motivated, efficient and operate to a high standard. This standard is intended to drive change and encourage development within the organisation.

Course content includes managing the setting up and take down of complicated equipment, planning, organising and managing the allocation and rotation of staff as well as the supervision, motivation and development of staff.

MINIMUM COURSE DURATION: 15 months.

LEVEL 2

LEISURE TEAM MEMBER APPRENTICESHIP

This apprenticeship is aimed at those individuals who work in operational roles in leisure and recreation facilities. Working as part of a team, it is the responsibility of the leisure team member to undertake a range of operational duties such as assisting with the opening and closing of the facility, undertaking routine maintenance of equipment and maintaining the cleanliness and safety of the environment. Alongside these operational functions they ensure programmed activities and services are available for customers. They act as a Lifeguard, Swimming Teacher, Gym Instructor and Group Activity Leader. In a typical working day they may perform all of these roles in one shift.

At all times they will also offer excellent customer service as they are the first point of contact for customers, responsible for answering queries and dealing with straightforward complaints. Course content includes: Level 2 Award in Pool Lifeguarding, Level 2 in Teaching Swimming or a STA Level 2 Certificate in Teaching Swimming and Level 2 Certificate in Fitness or Gym.

Instruction awarded by: Level 3 Certificate in First Aid.

MINIMUM COURSE DURATION: 18 months

LEVEL 3

LEARNING MENTOR APPRENTICESHIP

For those people who enjoy supporting and guiding others as they develop within their careers, this programme is an ideal opportunity to recognise these qualities through a formal qualification.

The programme is designed to help those with qualifications and experience share, guide and advise others who are less experienced and new to a work role. This programme is ideal for HR professionals who wish to develop their skills in mentoring colleagues as well as Apprenticeship Ambassadors who would like to have added knowledge of mentoring practices to support their role in helping others.

This is a very specialist programme but would be very worthwhile to anyone who values the opportunity to support the development of people around them.

MINIMUM COURSE DURATION: 12 months.



Not found the apprenticeship you're looking for?



We partner with other local or national Apprenticeship providers to deliver an extensive range of Apprenticeships not covered under HIT Training's areas of specialism.

Please contact:
apprenticeships@devere.com
to discuss further opportunities.







What support will I have?



Although it will be down to you to make sure you get the most from your apprenticeship, there will be lots of people around you who will help, support and guide you through your qualification.

Your HIT Training Consultant will have regular on line meetings with you and will also visit you on site when required. They will be there to help you every step of the way. You will also be invited to Interactive on line Workshops where you will learn further vital information about your subject while meeting other learners from different organisations on the same programme as you.

You will also have a mentor, often your line manager, who will also be on hand to help you achieve your goals on a day to day basis.

Furthermore, your HR department will also be there to provide advice and guidance should you need it at any point in your journey.

Completing an apprenticeship takes commitment and dedication and although it will be down to the individual to get the work done, there will be lots of support from the company to provide you the opportunity to succeed.

What will I have to do to complete my apprenticeship?



The honest answer is that it depends...

It depends on what apprenticeship you are doing and at what level.

In order to complete an apprenticeship, you will need to achieve a certain standard of English and Maths and right at the start HIT will provide assessments to see if you will need any help with this. If you do need a bit of support then that is fine and we will arrange for guidance and support from HIT's specialist trainers who can help. This is great for anyone who sometimes struggles a bit with English or Maths or has English as a second language.

Many of the programmes provided by HIT also have elements away from the workplace attending masterclasses and again we will support you when you attend these sessions.

The level of apprenticeship that you are working towards will determine what sort of work you need to complete.

For some programmes this may include reflection and learning logs, planners and answers to key questions. For more advanced programmes there may be some elements of project work or reporting that you may need to submit.

All of this will be explained to you before you start. We would never put anyone through a programme we think they might struggle to complete.

Will there be exams?



An apprenticeship is a great qualification but in order to pass, there must be a form of assessment to make sure you have taken on board the key elements of the programme. This is called the End Point Assessment (EPA).

Once you have completed all of the work set out in your personal learning plan, you will agree with your HIT trainer and mentor a suitable time to complete your End Point Assessment.

This final stage is where an independent assessor will come and meet you and check to make sure that you are able to demonstrate the correct knowledge skills and behaviours in order to pass the qualification.

This assessment will vary depending on your apprenticeship but is likely to include:

A MULTIPLE CHOICE TEST

Don't worry, you will do lots of practicing for this and it will only ask you questions about how you do your job.

A PROFESSIONAL DISCUSSION

This will be very informal and will focus on what you have learnt and what you do day to day.

AN OBSERVATION

They will simply sit in the background and watch what you do at work.

PROJECT WORK

For some qualifications you may need to do a project but your trainer will help guide you on this and it will be about what you do in your role.

The EPA will be the culmination of the work you have done throughout your apprenticeship and is the final assessment you will need to pass in order to graduate from your chosen programme.

Completing an apprenticeship is quite an achievement and passing the EPA will take hard work and dedication but your HIT trainer and mentor will be there to make sure that you are thoroughly ready for this final step.

What are the next steps?



We are really excited about the range of apprenticeships we can offer and by partnering with HIT we are being supported by the market leader in apprenticeship training within the hospitality sector.

Completing an apprenticeship is a very rewarding challenge and the more you put in, the more you will get out of it.

It will take hard work and dedication but the rewards and sense of achievement are definitely worth it.

If achieving an apprenticeship sounds like something that you would like to do or you would simply like to find out a bit more about it then you should speak to a member of your HR team.

They can then explain what is on offer and put you in touch with your HIT trainer who can spend some time with you and explain what could be the start of a really exciting part of your career journey.

Please contact your **HR representative to discuss next steps or alternatively please email apprenticeships@devere.com.**



Celebrating Success!



Completing and achieving an apprenticeship qualification takes dedication, hard work and a lot of personal motivation.

At De Vere, we are passionate about celebrating and sharing success. That's why when you pass your apprenticeship we think it only right that we recognise all of the hard work you have put in to doing so.

As such, as recognition of this fantastic achievement, you will also receive:

A £250 congratulations bonus

A place on the apprenticeship "Wall of Fame"

A bespoke gift from De Vere

One of the De Vere values is 'shared success' so how could we not take this opportunity to shout about how well you have done to make this achievement happen?



Apprenticeship Discounts and Deals



NUS Extra (Totum)

NUS Apprentice extra provides discounts in-store and online at your favourite brands to help your hard earned cash go a little further. Available to UK Apprentices and for just £11 for 12 months.

<https://www.apprenticeextra.co.uk>



Apprentice Zip Oyster Card 16+



Young people living in a London borough aged 16-17 can apply for a 16+ Zip Oyster photocard to buy child-rate Travelcards and Bus & Tram Passes; and pay as you go at half adult-rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London.

Londoners aged 16 or 17 on 31 August can travel free on buses and trams; and those aged 18 on 31 August who are still in full time education (including an apprenticeship) can also apply for a 16+ Zip Oyster photocard that allows free bus and tram travel.

<https://tfl.gov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard>

Apprentice Oyster Card 18+



With an Apprentice Oyster photocard you can save 30% off adult-rate Travelcards and Bus & Tram Pass season tickets. To be eligible, you must:

- Be aged 18+
- Live in a London borough
- Be within the first 12 months of your apprenticeship.

<https://tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oyster-photocard>

Council Tax Discounts for Full-time Students



People on apprenticeship schemes may be eligible for council tax discounts. To benefit from this you will need to show that you do not qualify as an adult for Council Tax. You'll need a declaration from your employer stating that:

- You will not be paid more than £195 a week
- The training leads to a qualification accredited by a body recognised by the Office of Qualifications and Examinations Regulation (Ofqual) or the Scottish Vocational Education Council (SVEC).

Contact your local council if you're unsure about whether you can get a discount or who's responsible for paying.

<https://www.gov.uk/council-tax/who-has-to-pay>

Institute of Hospitality



Any apprentice in the hospitality sector on a HIT Training apprenticeship programme will receive a complimentary 12 month Affiliate Student Membership of the Institute of Hospitality!

The membership provides a valuable opportunity for you to be part of the hospitality industry's only global professional body and as part of your Affiliate Student Membership you will have access to:

- The online knowledge library with Management Guides, e-Books and e-Journals
- Webinars and online presentations on a range of compelling industry topics
- A Hospitality jobs board
- Networking events
- An exclusive mentoring scheme
- Digital copies of Hospitality Quarterly magazine.

<https://www.instituteofhospitality.org/apprentice/>

Craft Guild of Chefs Membership



The largest chefs' association in the country, the Guild's membership spans all areas of the food service and hospitality industry. Its members include chefs working in restaurants, pubs and hotels, contract caterers, students, colleges and more.

As an organisation the CGC supports the industry and its members. Its objectives are to drive training, networking and career development across every part of the industry.

<http://membership.craftguildofchefs.org/>

Nisbets

NISBETS

Discounted catering equipment and supplies. The HIT Chef Academy now has a NISBETS Web account live for our Apprentices and their Employers to use, they are offering a considerable 20% discount on items purchased from the web Account. We also have a starter pack for Apprentices for approx 40% discount on some lines from the NISBETS order form.

<https://www.nisbets.co.uk/>



Great learning and a great future are not the only perks of an apprenticeship. Here's some discounts and deals, to enhance your learning journey and save you money.



DE VERE