The Scottish Apprenticeship in Hospitality // Prospectus

Modern Apprenticeship programme run by leading hospitality partners throughout Scotland
Apprentices being awarded their Level 2 SVQ in Hospitality Services - 2016
The Partners

The SAH has a range of experienced, valued partners in the hospitality sector who support the apprentices. The partners are based all across Scotland and together have provided the best opportunities for young people entering the hospitality industry.

Willie Jones - Co-founder of SAH

“This programme is a great stepping stone for a young person coming from secondary school into the hospitality industry. The SAH programme is an incredible experience for the apprentices; full of great examples of what the hospitality industry can offer young people”

Rohaise Rose-Bristow - Owner, The Torridon

“The SAH programme is an amazing opportunity for someone coming into the industry who doesn’t want to go to college but wants to learn with the best people in their field”

Jennifer Jurgensen - Human Resource Manager - Cameron House

“In an increasingly challenging recruitment environment, the ground breaking SAH programme is an opportunity for Cameron House to recruit ambitious talented young people into our business. As employers we benefit from highly engaged hard working employees who grow as they learn and contribute, developing within our organisation and becoming real ambassadors for our resort, and the industry”
The Scottish Apprenticeship in Hospitality (SAH) is open to 17-24 year olds and is underpinned by the Modern Apprenticeship Hospitality framework. Apprentice places are allocated after an interview process from a partner property and an eligibility of funding check through the SQA.

Over the two years of the apprenticeship, our candidates are placed in a partner host property, where they learn about, and gain experience across a range of hotel operational areas - unlike current apprenticeships which are generally restricted to one department. Our apprentices also participate in bespoke masterclasses and Learning Journeys delivered by top industry professionals throughout the programme to support the curriculum and enhance their knowledge.

In the following pages a description of the programme is detailed. This is an example outline and can be subject to change.
Year 1 - all apprentices start in Housekeeping (first 6 months)

- Employer Induction and introduction to your role - 4 weeks
- SAH Group Induction (held 4 weeks after start date with employer) This is a full day of activities where you will meet your fellow apprentices, get involved in team-building activities have an introduction to the qualification, learn how to complete the work and be issued with a laptop to record all your evidence and experience which will go towards the successful completion of the SVQ units.
- You will attend a Housekeeping Masterclass and visit a working hotel laundry in Livingston
- On completion of the first 6 months in Housekeeping you will be involved in a Handover Lunch event where all apprentices are expected to present on their first 6 months in the Housekeeping department of their hotel. At this event the SAH team will then introduce you to the expectations and vocational units that will be covered in Food & Beverage operations.
Year 1 - Food and Beverage Operations (6 Months - on completion of housekeeping)

- Legislative training such as ‘An Introduction to Food Hygiene’ and ‘Training for staff working in Scottish Licensed Premises’ will be delivered by your individual Employer to prepare you for your 6 months in Food & Beverage.

- Throughout the 6 months in Food and Beverage Operations you will attend two masterclasses; one service skills masterclass at Gleneagles and also a wine masterclass where you learn about the production, storage and service of wine. Within your properties you will also attend a Coffee Masterclass where you will learn how to use an espresso coffee machine and how to make a variety of different coffees.

- On completion of the 6 months within Food and Beverage Operations you will be involved in a Handover Lunch event where all apprentices are expected to present on their experience within Food and Beverage. At this event the SAH team will then introduce you to the expectations and vocational units that will be covered in Kitchen operations.
Year 2 - Kitchen operations (6 Months - on completion of Food and Beverage)

- All apprentices will receive a Kitchen Induction to learn Knife Skills and about Kitchen equipment.
- You will attend two masterclasses within the kitchen operations: the first will be a practical Masterclass which will be conducted with a top Chef from one of the SAH Hotel partners and the second will be a Communication Masterclass looking at how you communicate as an individual both in a personal and business context.
- All apprentices will attend the Hospitality Industry Trust (HIT) “Emerging Talent Conference” - an opportunity to hear from some great industry leaders from within the industry and is where you will receive your HIT Craft Award.
- On completion of the 6 months within Kitchen Operations you will be involved in a Handover Lunch event where all apprentices are expected to present on their 6 months in the Kitchen. At this event the SAH team will then introduce you to the expectations and vocational units that will be covered in Front Office.
Year 2 - Front Office (6 Months - on completion of Kitchen)

- All apprentices will travel to their HIT Craft Scholarship in London. This is a great opportunity to see other quality venues within the industry and to broaden your knowledge base.

- On completion of the 6 months within Front Office you will be involved in a Graduation Event where you will be presented with your Level 2 SVQ in Hospitality Services at a graduation ceremony with invited guests at one of the partner properties. At this event the SAH team will then introduce you to the next steps for year 3 and choosing your specific department.

- All apprentices will attend a Green Tourism Masterclass at Gleneagles Hotel as part of their reception rotation.
Year 3 - (Optional) Level 3 Qualification chosen in conjunction with your employer

- You will specialise in a specific department of your business and may at this stage take on Supervisory duties and responsibilities.
- There will be a series of Masterclasses during year 3 and an example of the topics are:
  1. Managing yourself
  2. Providing leadership
  3. Building relationships at work
  4. Effective Communication
  5. Profit and Loss - the bottom line
  6. Performance management
  7. Business Awareness

- Learning Journey - Ecole hôtelière de Lausanne (the world’s best hospitality management school)
- Graduation and presentation of your Level 3 Supervisory qualification at one of the hotel partner properties
Learning Journeys and Masterclasses

A series of master classes throughout the programme provide the apprentices with focused sessions led by experts across a number of topics, and give the apprentices the opportunity to get together as a group and discuss their experience. Apprentices are expected to attend each masterclass and then reflect on their learning using their online portfolio. There is a masterclass in each 6 month rotation and these are hosted by one of the partner properties.

Our Apprentices also enjoy a Learning Journey experience in year two and year three which include unique, inspiring and exciting visits to world-class destinations around Europe. Learning Journey destinations have, to date, included:

- **London** - Apprentices are given access to some of the top establishments in London including Somerset House, Buckingham Palace and the O2 Arena. They are given tours of guest and staff areas, learn how each of these very different businesses operates and meet key individuals and contacts for their future careers.

- **Italy** - Educational Wine trip to Bottega Winery - Apprentices have spent two days in Italy hosted by the Bottega Winery learning all about the picking and production of prosecco, had a tutored tasting and a beautiful lunch paired with different wines.
The Apprentices

The SAH apprentices when graduated will join part of an exclusive network amongst their colleagues as well as a first-class industry network ready to help support their careers and shape their future. Hear from some of our current apprentices about what they think of the programme:

Liam Harvison - Apprentice: Blythswood Square Hotel

“I believe this apprenticeship has helped me to realise how much hard work goes into the background and how important the little things can be for hotels. It has given me a good experience for future references for a job but also for life. It has helped me to learn how to follow instructions, efficiently and consistently no matter how difficult it may be.”

Sophie Cassidy - Apprentice: Cameron House Hotel

“My experience has been amazing - you learn so many different skills; communication, working with your hands, chatting to guests, reading posture, etc. My best experience has been the kitchen; I just love the atmosphere, the work and the team that I work with”

Cameron Baxter and Lewis Hunter - Apprentices: Gleneagles Hotel

“Great to get the knowledge of every department and see how they all link together and putting the knowledge into practice to enhance our guests stay” : “Adapting to all the different shifts and getting to know the different managers and building relationships has been tough but very rewarding. It’s great to know we can rely on different people”

Rosie Wilkins - Apprentice: The Torridon Hotel (reflecting on a masterclass delivered by Visit Scotland)

“I really learnt a lot and I think it will benefit me as I continue on my journey as a hospitality apprentice. It was an excellent opportunity to learn about what attracts people to Scotland and how we can help to make sure that every guest has a good experience.”
Interested?...

You can **Apply Now** by visiting our website [www.sahscotland.co.uk](http://www.sahscotland.co.uk).

To apply you should complete the online form and select one or more of the properties where you would like to work. You will then be contacted and invited for interview and following a selection process will be notified if you are successful. SAH Induction takes place once a year in October after you have completed your first 4 weeks with your employer.

For more information visit our website or check us out on Facebook and Twitter @SAHScotland.
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