Prospectus

“We aim to provide the best possible hospitality apprenticeship in Scotland”
Overview

The Apprenticeship in Hospitality Scotland (AHS) is an apprenticeship with a difference. It has been designed by hospitality professionals to provide the best programme our industry can offer to young people who want to be the best in that industry.

Our apprentices are interviewed and if successful, they are put forward for the programme which lasts for 2 years, where they will spend 6 months in 4 key departments

⭐️ Housekeeping
⭐️ Food & Beverage
⭐️ Kitchen
⭐️ Reception

Not only will the apprentices gain valuable experience, they will also work towards their formal hospitality qualification (SCQF Level 5 in Hospitality Services) where they are assessed at each stage of the process by both their AHS assessor and also by their employer.

What helps makes this programme unique, is the opportunity to participate in learning journeys and masterclasses designed and delivered by top industry professionals whilst in each department. These can range from top chefs sharing their skills to trips to Buckingham Palace to see what goes on behind the scenes.

Apprentices are paid the national minimum wage as they are employed so the opportunity is there to earn and learn to become the next generation of managers in hospitality.
Induction

Each apprentice will complete their own employer’s induction and training programme prior to the AHS induction held annually in October. The hotel induction should be completed four weeks prior to this to allow the apprentices to settle into their new roles.

AHS host a formal, two-day, residential induction where you will follow a programme of events to meet your fellow apprentices from across Scotland. These include various team building sessions to get to know one another, short information sessions on the course and what to expect over the two years of your Modern Apprenticeship. You will be introduced to the framework and how the qualification is assessed and awarded.

During the induction you will also meet current apprentices and graduates of the course to allow you to ask questions from those who know best. You will be issued with your AHS uniform and laptop which will support you in completing the work required to gain your qualification. Your uniform should be worn at any official AHS events such as masterclasses, learning journeys and handover events. For those travelling a distance you will be accommodated the night prior to induction.
Conor O’Leary, General Manager at Gleneagles Hotel with Apprentices Jack and Daniella from Gleneagles.
Year 1 | Housekeeping and Food & Beverage

**Housekeeping – 6 months**
You will complete two SCQF Level 5 units appropriate to your role in Housekeeping.

A Masterclass is held at Apex Hotels, Laundry in Livingston where you gain an understanding of how a hotel laundry works and get hands-on experience on handling the linen.

On completion of the first 6 months in Housekeeping you will be involved in a handover event where all apprentices are expected to present on their first 6 months in the Housekeeping department of their hotel and what you learned. You will be introduced to the expectations of your next 6 months in Food and Beverage and undertake an introductory masterclass at this event.

**Food and Beverage – 6 months**
You will complete two SCQF Level 5 units appropriate to your role in Food and Beverage depending on what type of restaurant environment you work in. All 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 or by e-learning.

You will attend a service skills masterclass and also a WSET Level 1 Wine Course. 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. You will be introduced to the expectations of your next 6 months in the Kitchen and undertake an introductory masterclass at this event.
Apprentices attending Laundry Masterclass at Apex Hotels Laundry
Apprentice Rebecca
from The Torridon Hotel
Year 2 | Kitchen & Reception

**Kitchen – 6 months**
You will complete two SCQF Level 5 units appropriate to your role in the kitchen which will be chosen in conjunction with your head chef. In addition to the two units you are required to complete a mandatory food safety unit.

During your 6 months in the kitchen you will attend a practical masterclass where you will be able to get hands-on experience with a top chef in Scotland.

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. You will be introduced to the expectations of your next 6 months in the reception and undertake an introductory masterclass at this event.

**Front Office – 6 months**
You will complete two SCQF Level 5 units appropriate to your role in the reception environment.

Apprentices will attend a Green Tourism Masterclass at Gleneagles Hotel.

On completion of the 6 months within Front Office you will be involved in a Graduation Event where you will be presented with your Modern Apprenticeship in Hospitality certificate, with invited guests, at one of the partner properties. At this event the AHS team will introduce you to the next steps for year 3 and choosing your specific department.
Learning Journeys and Masterclasses

The Learning Journeys and Masterclass programme are what sets us apart from any other apprenticeship on offer. We work with our partners and supporters to create bespoke workshops and experiences for our apprentices to build their knowledge and experience cementing their knowledge in each of the departments.

A series of masterclasses throughout the programme provide our 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 and share knowledge.

Apprentices are expected to attend each masterclass in uniform and then reflect on their learning using their online portfolio. There is a masterclass in each 6 month rotation and these are generally 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 destinations within the UK.

Learning Journey destinations have, to date, included:

- London – Apprentices are given hosted 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 by management to learn how each of these very different businesses operates and meet key individuals within each business to learn from.

- Scottish Scholarship – Travel from Edinburgh to the Highlands including tours of hotels and a whisky distillery taking in the sights of what Scotland has to offer culminating in a hosted dinner at the Torridon Hotel and tour of the kitchen gardens.

- HIT Scotland Emerging Talent Conference – Industry Event. Each year a group of apprentices attend this industry event where they get to hear from industry specialists on current affairs and industry trends.
Year 3 | Level 3 Qualification *(Optional)*
*(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:

- Managing yourself
- Providing leadership
- Building relationships at work
- Effective communication
- Profit and Loss - the bottom line
- Performance management
- Business awareness

Learning Journey – on completion of year 2 you will be awarded a learning journey appropriate to the hospitality sector and will be a varied experience for all. Graduation will be held at one of the hotel partner properties.
The Apprentices

The AHS 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.

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.”
Success Stories

Apprentice Rosie Wilkins, employed by The Torridon Hotel was awarded two prestigious awards at a glittering Skills Development Scotland awards ceremony on Thursday 16th November 2017 at Kelvingrove Art Gallery in Glasgow. Rosie celebrated winning two awards surrounded by her family, employer and partners of the Apprenticeship in Hospitality Scotland.

The awards she won were:

⭐ Level 2 Apprentice of the Year
⭐ Scotland’s Apprentice of the Year

A fantastic achievement for Rosie! On winning the award Rosie had this to say:

“It is overwhelming, and I was really shocked to hear my name but so happy. My biggest supporter is my employer Rohaise Rose-Bristow who has encouraged me since day one. She told me I could have a future in the business and has been behind me all the way.”

Rohaise Rose-Bristow, Chair of the Apprenticeship in Hospitality Scotland, added

“Rosie so deservedly won this award and we are thrilled for her talent, energy and passion to be recognised. She is a role model for all apprentices and I know that this is just the beginning, as definitely a future star in our industry”

The AHS Apprentice of the Year 2017, Lewis Hunter

During Lewis’s time as an AHS Apprentice he was awarded Young Waiter of the Year by the Royal Academy of Culinary Arts in 2017 where he competed in a Food and Beverage Service competition against a number of other’s across the UK. In 2017, Lewis was also awarded AHS Apprentice of the Year for completing his Level 3 Management Qualification.
The Apprenticeship in Hospitality Scotland (AHS) was created in 2014 by a partnership of hotels in Scotland, growing year on year it now has a range of experienced, valued partners in the hospitality sector who employ, support and guide the apprentices. The partners are based all across Scotland and together provide the best opportunities for young people entering the hospitality industry. Our partners include:
Testimonials

Willie Jones – Co-founder of AHS
“This programme is a great stepping stone for a young person coming from secondary school into the hospitality industry. The AHS 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 and current chairman of AHS
“The AHS 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 – Director of Human Resources – Cameron House
“In an increasingly challenging recruitment environment, the ground breaking AHS 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.”

Carol Ramsay – Director of Human Resources & Training at Trump Turnberry
“The AHS programme is helping us to attract & develop some amazing employees into the industry. The learning and development opportunities available to the Apprentices are truly exceptional and all of us at Trump Turnberry are excited to see how their hospitality careers progress.”

Interested?

Apply now by visiting our website https://apprenticeshipinhospitality.scot

To apply you should complete the online form and select one of the properties where you would like to work. Please note that due to volume of applications we are unable to give individual updates, but if you are invited for interview you will be contacted directly by the hotel partner property you applied to.
For more information or to apply now, visit our website.

🌐 https://apprenticeshipinhospitality.scot
✉️ enquiries@apprenticeshipinhospitality.scot
@js 🐦 @AHS_Scotland    📌 @AHSScotland