

**GENERAL
MANAGER**

**DEPUTY
MANAGER**

**ASSISTANT
MANAGER**

**HEAD
CHEF**

SUPERVISOR

**Apprenticeship
Programme**

**SECOND
CHEF**

**SHIFT
LEADER**

**LINE
CHEF**

**Keyholder
Development
Programme**

**TEAM
MEMBER**

**Chef
Development
Programme**



APPRENTICESHIPS AT MARSTON'S

ALL YOU NEED TO KNOW

MARSTON'S
TALENT ACADEMY

— in partnership with —





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Welcome to Marston's Talent Academy Apprenticeships.

It's important that we make sure everyone of our team members has the chance to consider an apprenticeship as part of their development. Our ambition is to make 'Marston's The Place to Be', a place where people want to work, so it's important we have the right development options to support our teams to do a great job and feel good!

We are one Marston's team:

Each year we train over 500 apprentices across Marston's Inns and Taverns. We take great delight in seeing our apprentices staying with us and enjoying what they do, some even go on to progress through each apprenticeship level, as they take on more responsibility, getting promoted along the way!

We care:

Apprenticeships are a great way for our teams to develop their knowledge and skills, which builds their confidence and ensures our customers have a great experience.

We celebrate:

Our annual apprenticeship awards are one of the many ways we celebrate the success and achievements of our apprentices. National Apprenticeship Week is the first week of March every year and a great way to raise the profile of apprenticeships.

We dream big:

Starting out as a chef apprentice or food and beverage apprentice and becoming a head chef or general manager is entirely possible by working through the apprenticeship progression pathways!

Read on to find out more about apprenticeships at Marston's.

Jo Bradford

Group Apprenticeship Manager



AS A BUSINESS WE BENEFIT FROM RECRUITING AND TRAINING APPRENTICES THROUGH...



DRIVE & DEDICATION

Apprentices are dedicated and have the desire to develop and progress in our industry



PRODUCTIVITY

Studies have shown increased productivity of businesses with apprentices



ENGAGEMENT & MOTIVATION

We see a higher level of engagement and motivation as a result of apprenticeships



TEAM MEMBER RETENTION

Strong team member retention; did you know 3 out of 4 apprentices stay with Marston's and complete their apprenticeship

IT'S A PARTNERSHIP

Marston's work in partnership with Lifetime Training, who are hospitality specialists. One of the fab things about being an apprentice is that apprentices learn from those around them; their team mates, their line manager, and their personal Lifetime Trainer, all whom have lots of industry experience and are keen to share their skills and knowledge!



PAUL MINCHER WHITE RABBIT

Paul began his Chef career with the White Rabbit, a little later on in life than others... Paul has always dreamed of being chef, but didn't have any experience, or the required skills to get him the job, until he applied to do an apprenticeship!



"This apprenticeship has offered me the best possible opportunity to pursue my career as a chef - even at my age! It was the best decision I have made, throughout a lifetime of different careers and I feel like I'm really developing, possibly even excelling, within my role. I am excited to move forward with Marston's and embrace all the learning available to me, so that I can progress to a Head Chef!"

We take great pride in seeing our apprentices stay with us and be really great at what they do!

APPRENTICESHIPS AVAILABLE FOR PUB TEAMS



For more information on the apprenticeships available to you and your team, please visit WWW.MARSTONSACADEMYONLINE.CO.UK or WWW.MARSTONSAPPRENTICESHIPS.CO.UK

APPRENTICESHIPS COMPLIMENT MARSTON'S KEY HOLDER AND CHEF DEVELOPMENT PROGRAMMES AND CAN BE COMPLETED AT THE SAME TIME

If you're not sure which apprenticeship programme is the best to choose, Lifetime will point you in the right direction - this will be dependent on the role and aspirations!

Hospitality apprenticeships with Marston's start at level 2 and continue up to level 4 – these are the equivalent to getting, not of getting GCSEs, A-levels and Higher Education Certificates or diplomas. The level 2 Hospitality Team Member apprenticeship, covers Food and Beverage Service, Food Production, Housekeeping, Reception and those new to Team Leader roles.

The level 3 Senior Food Production apprenticeship supports the progression of those working towards becoming a 2nd line chef. Our Senior Production Chef apprentices will strive to produce the customers' meals consistently to perfection, according to our predetermined specifications.

For our Supervisors, we offer a level 3 Hospitality Supervisor apprenticeship. This apprenticeship will provide vital support to our Management teams and cover behavioural and skills development modules, to ensure as a Supervisor, you are capable of independently overseeing our pubs and running successful shifts.

THINK OF AN APPRENTICESHIP AS IF YOU WERE LEARNING TO DRIVE...

- ★ The apprentice will work towards passing their theory...
- ★ Gain mileage experience through 'on the job training' and study time...
- ★ Before completing the "driving test", which is the End Point Assessment!

Manager/Mentor & Lifetime Trainer

The instructors - providing apprentices with the knowledge, skills and behaviours needed in their role through teaching and learning.

L

Apprentice

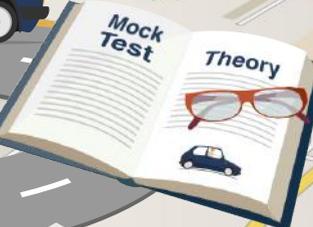
End Point Assessor

An independent Assessor will conduct the final End Point Assessment, with the apprentice.

P

Result issued!

Apprentices can receive a pass or distinction! Those that don't pass first time will have the chance to complete their End Point Assessment again!



Manager



Trainer



Apprentice

Gateway discussion

A gateway discussion will take place between Manager, Lifetime Trainer and Apprentice to agree the Apprentice is ready for their End Point Assessment.



HOW IT WORKS...



An individual learning plan for every apprentice



Regular apprentice progress reviews, which will include Line Managers



On going support and guidance through the learning journey



Face-to-face teaching and online learning sessions



Free, impartial and confidential information, advice and careers guidance



Workplace observations

ELLIE DAVIS **THE GREYHOUND INN, GLOUCESTER**



Ellie began her career as a kitchen apprentice who had no previous experience working in a hot, fastpaced kitchen environment, but much to the Manager, Denis' admiration, Ellie hit the ground-running and within four weeks had an exceptional confidence and admirable work ethic!

Ellie's passion is obvious in her performance and she continues to progress and develop into a promising chef and strong team player!

APPRENTICE PERKS



You'll be eligible to apply for an Apprentice Extra card, which gets you discounts in-store and online from your favourite brands.

www.apprenticeextra.co.uk

On top of all that, you could save 30% on adult-rate travel cards and bus and tram season tickets, with an Apprentice Oyster Card!

www.photocard.tfl.gov.uk

APPRENTICE RECRUITMENT

Lifetime Training provide a FREE apprentice recruitment service. They will advertise, attract, screen and prepare for interview those wishing to pursue and career in hospitality.

Your vacancy will be advertised across national job boards, on the Marston's careers website and the government's 'Find an Apprenticeship' website.

An apprenticeship requires dedication and hard work. In general, 2-4 hours of independent study per week.



DID YOU KNOW

On average, Lifetime get 7 applicants per vacancy?!

TIP!

Still advertise locally, there is a social media guide available to help with this!

HELP IS ALWAYS ON HAND!

Lifetime Training have a learner helpline that offers a telephone counselling service for a range of work and personal issues. Wellbeing Solutions Management provide this service, they are available 24/7. The helpline number is 0300 666 7247. You can also request a call back through the website: www.lifetimelearner.online, password is 'lifetime'.

HELP WITH HIRING

1



Line Manager informs Lifetime of vacancy by visiting www.marstonsapprenticeships.co.uk

2



Lifetime advertise and source the best candidates, coordinate interviews and shares CV's with the Line Manager

3



Candidates are interviewed by the Line Manager and after being in the role for 6-8 weeks, Lifetime 'will' begin the apprenticeship training

TOP TIP!

Consider an apprentice for every vacancy that you have!

GEMMA HARRIS **THE TABARD, ROTHERHAM**

Gemma began her Marston's career as a level 2 food and beverage service apprentice as part of The Tabard, Rotherham, bar team! Gemma wants to run her own pub one day, so is keen to get all the experience she can.



Gemma juggles being a mum of three with a busy and demanding job, though not shy of stretching herself, Gemma has now progressed to the level 3 hospitality supervisor apprenticeship, which is supporting her promotion to Assistant General Manager.

**At Marston's
we train over
500 apprentices
every year!**

**Those
with the desire,
go on to progress
through each
apprenticeship level
as they take on more
responsibility and get
promoted along
the way.**

WHAT YOU SHOULD KNOW

Apprenticeships are a great way for our team members to develop and perfect the skills they need to do their job well. We're investing in the future by nurturing talent, creating new ideas and generating loads of enthusiasm to excite our customers!

An apprenticeship is a great alternative to staying on at school, going to college and not earning a wage or going to university, which can be costly. Being paid to do a job and receiving recognised training, makes completing an apprenticeship a win-win!

- ★ Apprentices must be aged 16+
- ★ Marston's pay apprentices the national minimum or living wage as a minimum, not an apprentice wage
- ★ Apprentices have the same employment rights as all other team members
- ★ Apprentices can be current or newly recruited team members looking to develop
- ★ Those taking their first steps into team leading or supervision roles would benefit from team leader and supervisor development
- ★ Newly recruited apprentices must work more than 30 hours per week and less than 40, if they're under 18
- ★ Current team members developing on an apprenticeship must work at least 16 hours per week
- ★ Apprentices must have been a UK/EU National for at least 3 years

An apprenticeship takes at least 12 months and is a mixture of on and off the job learning. Apprentices work towards a hospitality industry standard which provides occupational competence at level 2, 3 or 4.



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