



Managers Handbook

#ComeUnderOurUmbrella





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About us

#apprenticeships



Hello and welcome

A very big hello and a warm welcome to Umbrella Training.



On behalf of everybody at **Umbrella Training**, we just wanted to say that we are very excited that you are 'Under Our Umbrella' and we will be **supporting you every step of the way**.

Everyone here at Umbrella Training is **fully committed to helping our apprentices achieve their goals** and **we will work hard alongside you** during the programme to ensure your apprentice is fully supported as they move into their future career.

We really value your apprentices **learning, development and training** and have lots of exciting and educational activities for you to be involved with – both online and at our clubs or workshops.

This handbook has been designed to be a useful tool to help support your apprentice, as it has lots of **information and advice for you**. Please take time to have a read and keep it handy so you can refer back to it any point.

Don't forget to **like and follow us on social media** as we post information every day that will help with your personal development, behaviour and welfare, along with news and events that you may find useful.

Wishing you the very best of luck with mentoring and supporting your apprentice!

Adele

Adele C Oxberry FIH
Chief Executive of Umbrella Training

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 Umbrella Training Ltd



Meaningful apprenticeships and training with industry experts

Umbrella Training is a leading UK nationwide training and apprenticeship provider working with the hospitality and corporate sectors.

By working closely with progressive businesses, we develop **tailored training programmes** that create meaningful impact. We understand how important it is for employers to maximise their return on investment while implementing new and exciting apprenticeship programmes. And so we work collaboratively with our learner and employer partners to deliver quality and consistent training to our apprentices.

Founded in 2012 by Adele Oxberry FIH, Umbrella Training works with hotels, restaurants, foodservice businesses and many corporate service organisations across England.

Since its inception, **Umbrella Training** has supported the recruitment, development and progression of more than 4,500 apprentices.

When you join us, you **#ComeUnderOurUmbrella**. Using our wealth of knowledge and our involvement in the apprenticeship reforms, **We'll support you through every stage of your apprentices journey to ensure they get the results.** 9 out of 10 learners achieve lifelong learning, sustainable employment and achieve their apprenticeship.

We look forward to working with you.





What is an Apprenticeship?

#earnandlearnonthejob



What is an apprenticeship?

Mentoring an apprentice and understanding what each apprentice should be learning and doing as part of their apprenticeship can be challenging. An apprenticeship is defined as a job with structured development aligned to an apprenticeship standard. An apprenticeship consists of **three core elements**:



1.

Apprenticeships are available to anyone over the age of 16. They are a great balance of both working and learning.

2.

Off-the-job training is a requirement, but this is fully supported by Umbrella Training.

3.

Apprentices must be **paid at least the minimum wage** during their placement provided by an employer. **It is a paid job as well as study.**

Managers must:

Assign the learner a mentor and have them work with **experienced staff**

Teach and demonstrate **job-specific skills on-the-job**

Allow the learner to study during their working week with **20% off the job training**

Meet one of our apprentices
Scan here:

How does it work?

Could an apprenticeship be right for your business?

Apprenticeships offer a genuine alternative to academic study and help individuals develop the skills, knowledge and behaviours they need.

We tailor our apprenticeships to the needs of the individual business and specific department.

Apprenticeships improve employee retention, support development of high-performing teams and provide excellent progression opportunities to existing employees.

It can help to:

- Gain transferable skills valued and recognised by your business
- Save you money by having their training paid for



Development:

Paid for training for both new and existing staff, apprenticeships are a valued development tool.

- Expand young people's horizons and open doors to opportunities they may not have thought about before.
- Grow staff's confidence and shape their thinking on what kind of career they'd like to have.

Apprenticeships are a perfect fit for young people aged 16+ who want to get straight in to the world of work and they also can be used to build up and develop existing staff into new roles and responsibilities.

In contrast to staying in full-time academic study, an apprenticeship offers a wage from the outset while they train and gain new skills, which can help build employee loyalty and enthusiasm. The possibilities are endless.

How does it work?

Who can be an apprentice?

Apprentices can be new employees specifically employed as apprentices or current employees who decide to take on a new role and need development in that role.

How long does an apprenticeship last?

Most of the apprenticeships last between 12, 18 and 24 months. 12 months is the minimum duration of an apprenticeship.

Who teaches them?

Our learners will be assigned a learning consultant (LC) who will work with you monthly on a 1to1 basis, to coach, mentor and discuss progress. In addition, the LC will conduct quarterly progress reviews with the learner and their employer/line manager/mentor, throughout the apprenticeship.



Our LC delivery the learning cohort sessions where knowledge, skills and behaviours are developed. All our LCs are highly trained and experienced in their fields and specialist areas. Umbrella Training invests in our staff training, making sure they are up to date with current industry practices, Ofsted regulated learning and social issues and topics.



The apprenticeship

This is what you can expect from our apprenticeship programmes.

Initial and diagnostic assessments:

Before they can be enrolled onto an apprenticeship programme, Umbrella Training assesses their current skills and abilities using online Skills Forward tests for Maths and English. We will also use Skills Scan to establish their starting point. Before their start date, we will carry out a moderation call to check that they have applied for a suitable programme.

Learning input:

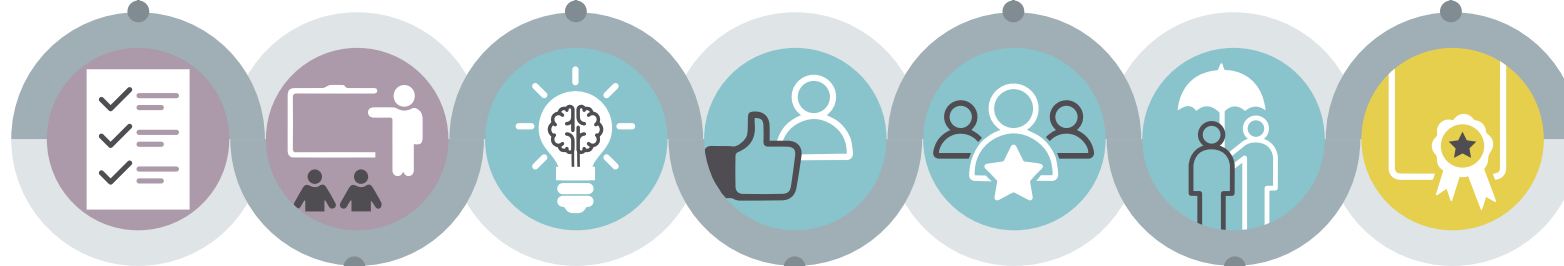
As they learn and gain practical skills in the workplace, Umbrella Training will support the skills they have learnt and give them the knowledge they need to build their portfolio of evidence (POE).

Assessments:

Assessments will involve participation from yourself as their Line Manager, along with the Learning Consultant to check on their progression and ensure they are meeting the industry set standards in order to gain the qualification. The Learning Consultant will require a range of assessment methods such as observations of work, Line Manager witness testimonies along with discussion and questions with yourself.

End-point assessment:

Before they take the end point assessment, Umbrella Training, you as their Line Manager, the end point assessor and the learner must all be in agreement that they are ready.



Onboarding

As with any new staff member, the employer will carry out induction with their apprentice. Umbrella Training supplements this with an onboarding to the apprenticeship programme, detailing all aspects of the standards and legal requirements of the sector industry. We'll also get your apprentice set up on the relevant systems you'll be using.

Review of Learning:

Regular engagement reviews by Umbrella Training learning consultants help keep them motivated and on-track to complete their programme. A review gives you a rounded picture of how they are progressing in the programme and sets targets for future development.

Umbrella Training:

We will provide monthly training sessions, and check that their progress on the apprenticeship is steady, and that their are happy in the workplace.

How it will be delivered

70:20:10 Learning Model

- All apprenticeships include a formal programme of training; **at least 20% must be off-the-job training.**
- **Once a month off-the-job development** days with industry professionals - online or face to face.
- **Activities to support learning and development** of skills, knowledge and behaviour.
- **Apprenticeship clubs, workshops and events** aimed to create business and peer-to-peer networking.
- **Monthly 1-1 coaching support** – online or face to face.
- **Professional discussions**
- **Mock end-point assessment**



How does the assessment work?

To achieve and complete an apprenticeship, the Umbrella Training's learning consultant, you the employer and the learner will assess the apprentice's readiness to complete and enter the gateway, leading to the end-point assessment.

The apprentice must have completed all the programme development activities, including functional skills in English and Maths, to move into Gateway.

The end-point assessment is carried out by an **independent end-point assessment organisation EPAO** and is chosen by the employer. The EPA involves a number of different elements over a **period of up to 2 months**.



Example:

This is what an EPA process can look like. EPA's will be different for each apprenticeship



Your commitments

How do you manage and support an apprentice?

Be a **role model**.

Remember to allow for your learner to be released for training sessions **during paid normal working hours** (Government rules require **at least 20% of their working hours to be off-the-job learning**)

Communication is key. We are here to support you too

Create a **welcoming** environment

Be mindful. This might be their first time in a workplace

Set clear goals and objectives that are manageable and measurable

Allow learner to shadow you on the job

Under 18s - **must always be given** a 12-hour break between shifts

Create your own log in on our training platform 'Bud'

Allow learner to apply the skills they have learnt

Under 18s - **must not exceed** 8-hr day/40 hrs per week

Be patient. They are still learning

Track progress. **Ensure the apprentice is progressing**

Be supportive and make time available for your apprentice to study

Assign your apprentice a **mentor**

Apprenticeship career pathways

We offer a wide range of apprenticeships to allow for career progression.

Remember progression is **not always linear**. If you have any question about which pathway or apprenticeship would best suit a learner, please do get in touch with us.

If they aren't quite ready for an apprenticeship or are seeking work experience to help support their application, our **HOP traineeship programme** might be the perfect way for them to boost their career prospects and gain new skills.

Our Hospitality Apprenticeships



Key

- Level 2
- Level 3
- Level 4
- Level 5

Our Culinary Apprenticeships



Our Business and Management Apprenticeships



Apprenticeship clubs and Culinary School

These activities are designed to provide support, off-the-job training, learning activities and interactive meetings to help our apprentices achieve their apprenticeship.



Culinary School

The Umbrella Training Culinary School **provides aspiring chefs a purpose-build facility to develop their skills and knowledge.** Based at Lakefield Hospitality College in London, The Culinary School is home to courses on practical kitchen skills as well as menu design and forward-thinking theoretical courses to support tomorrow's leaders. With places for 10-15 apprentices per session, apprentices will also receive learning support, career guidance and advice and mentorship from industry experts.

Keep an eye on our website and our Facebook & Instagram pages for future dates.

Apprenticeship Clubs

Umbrella Training's Apprenticeship Clubs offer the **opportunity to enrich and enhance an apprentice's learning experience** with exclusive sessions run by industry professionals. The clubs provide a range of unique opportunities to learners, from guided trips to produce suppliers, to hands-on tutoring in culinary skills and crafts from hospitality professional across the industry.



Safeguarding

#protectothers



Safeguarding and Prevent duty

Umbrella Training is fully committed to safeguarding the welfare of all stakeholders by taking reasonable steps to protect their well-being and safety.

Why is safeguarding important?

Safeguarding is a vital process that protects children and adults from harm, abuse, and neglect. **It is EVERYONE's responsibility!**

Umbrella Training believes that **it is always unacceptable for a child or adult at risk to experience abuse or discrimination of any kind** and we recognise **our responsibility** to safeguard the welfare of **all learners** who undertake an apprenticeship with us.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

Some of the things we do are:

- ✓ Valuing, listening to and respecting learners.
- ✓ Recruiting staff and volunteers safely, ensuring all necessary checks are made, including taking up references and DBS checks.
- ✓ Making all new staff, volunteers, delivery partners and contractors aware of our Safeguarding and the Prevent Duty policy and procedures.
- ✓ Providing all staff, volunteers and delivery partners with Safeguarding and Prevent Duty training.
- ✓ Ensuring that all adults at risk, children, their parents, and carers are aware of our Safeguarding and the Prevent Duty policy and procedures.

Umbrella Training

The company recognises its responsibility and acknowledges that it is **the duty of Umbrella Training's workforce in its entirety to uphold British values and to safeguard the welfare of all stakeholders** by creating an environment that protects them from harm and reduces any potential risks of being exposed to violence, extremism, exploitation or victimisation.

Therefore employees, volunteers, delivery partners and contractors will at all times:

- ✓ Show respect and **understanding for the rights, safety and welfare of all parties**
- ✓ Conduct themselves in a way that reflects the principles, values and culture of our organisation
- ✓ Be aware and follow current legislation regarding the safeguarding of all stakeholders

Our Safeguarding documents

Scan here:



Remember these fundamental British values:

- | | |
|---|---|
|  Democracy |  Mutual respect |
|  The rule of law |  Tolerance of those of different faiths and beliefs |
|  Individual liberty | |

Remember the six safeguarding principles

- **Empowerment** - Support and encourage people to make their own decisions and give informed consent.
- **Prevention** - It is always better to take action before harm occurs. Organisations should work together to stop abuse before it happens by raising awareness about abuse and neglect, training staff, making sure clear, simple and accessible information is available about abuse and where people can get help.
- **Proportionality** - Ensure that any response to a safeguarding issue is proportional to the risk presented. As a general rule, it is important to respond using the least intrusive method. However, to ensure that a safeguarding concern is dealt with in the most appropriate way, you will need to properly assess the risk presented.
- **Protection** - Support those who are vulnerable and protect them from harm by understanding safeguarding processes and best practice. Organisations and individuals need to know what to do if they have a safeguarding concern, how to stop danger from happening or escalating, and how to provide help and support to people at risk.
- **Partnership** - Organisations should work in partnership with each other and local communities. Local people also have a part to play in preventing, detecting and reporting abuse.
- **Accountability** - Safeguarding is everybody's business. Everyone must accept that we are all accountable as individuals, services and organisations to recognise, record, respond and report any safeguarding concerns.



What do I do if I suspect or witness abuse during my apprenticeship?

If you are, or you **suspect** someone else is, **being abused** or **neglected**, you should tell someone you can trust at Umbrella Training as soon as possible by getting in touch with our **designated safeguarding officer** (DSO):

Karen Palfreyman

0333 577 2557

safeguarding@umbrellatraining.co.uk



Get in touch...

For more information or to apply contact us:

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