



Parent and Teacher Handbook

#ComeUnderOurUmbrella





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About us

#apprenticeships



Hello and welcome

A very big hello and a warm welcome to Umbrella Training and the world of apprenticeships.

*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 every learner achieve their apprenticeship and we will work hard with you during your programme. After they have accomplished their apprenticeship, we are here to **support them further in their career**.*

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

*This handbook has been designed to be a useful tool for our apprenticeship 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 our learners personal development, behaviour and welfare, along with news and events that you may find useful.*

*Wishing you the very best of luck and if you ever need us, **just shout!***

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 the learners and yourselves through every stage** of the apprenticeship journey to ensure they get results. 9 out of 10 learners achieve lifelong learning, sustainable employment and achieve their apprenticeship.

We look forward to working with you.



We teach British values

As an education provider, we have a duty to 'actively promote' the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs.

What are British values?

British values reinforce what it is to be a citizen in a modern and diverse Great Britain, valuing our community and celebrating diversity of the UK.

5 British values are:

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

Our values:

-  Passion
-  Reliability
-  Trustworthiness
-  Honesty
-  Transparency
-  Dedication





What is hospitality?

#hospitalitycareers



The hospitality sector

Welcome to the happiness business

Hospitality is a sector that offers a multitude of opportunities and roles to suit everyone.

It **employs a workforce that is predominately under the age of 25** and where most will have achieved their first managerial role before the age of 30.

The variety of businesses that sit within Hospitality range from **hotels, food service, events and tourist attractions and restaurants.**

The great thing is the **skills learnt on an apprenticeship will be transferable** allowing movement between organisations with ease.

Working in hospitality is fun and sociable but like any job, it is hard work, yet rewarding.

Employers are now offering flexible working and excellent rates of pay to ensure their teams have a good work life balance.

Training is paramount to success of any business and all hospitality employers offer great schemes and packages to keep their colleagues motivated.

There is no other industry that offers a rapid raise through the ranks and the sector is accountable for over 10% of jobs in the UK.



The hospitality sectors

Events

**Food and
service
management**

**Holiday
parks**

Casino's

**Visitor
attractions**

**Tourist
services**

**Hospitality
services**

**Serviced
apartments**

Restaurants

Hotels

**Pubs,
bars and
nightclubs**



What is an Apprenticeship?

#earnandlearnonthejob



What is an apprenticeship?

1.



Apprentices are aged 16 or over and combine working with studying for a work-based qualification – from GCSEs or equivalent **up to degree level**.

2.



Apprentices can be **new or current employees**.

3.



Apprentices must be **paid at least the minimum wage** during their placement.

Scan here:
to see what different apprenticeship roles there are in a hotel



Apprentices must:

Work with **experienced staff**

Learn **job-specific skills**

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 child/employee?

An apprenticeship can be a springboard into a varied and rewarding career, while enabling young people to earn while they learn.

It can help to:

- Gain transferable skills valued and recognised by employers
- Save them money by having their training paid for (including a degree where they are undertaking a degree apprenticeship)
- Expand young people's horizons and open doors to opportunities they may not have thought about before.
- Grow their confidence and shape their thinking on what kind of career they'd like to have.



Development:

We can help learners of all ages and backgrounds to progress and succeed in their choice career



The diverse nature of apprenticeships means there's bound to be something out there that suits – whether it's hospitality, business, management or culinary.

Apprenticeships are a perfect fit for young people aged 16+ who want to get straight in to the world of work.

In contrast to staying in full-time academic study, an apprenticeship offers a wage from the outset while they train and gain new skills on the job.

They may decide to apply for one of the degree apprenticeships on offer to gain a degree, rather than go via the traditional university route, if that's how they prefer to learn.

How does it work?

Who teaches them?

Umbrella's Learning Consultants

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.

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.



How apprenticeships work:



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 your starting point. Before your start date, we will carry out a moderation call to check that they have applied for the most suitable programme.

Learning input:

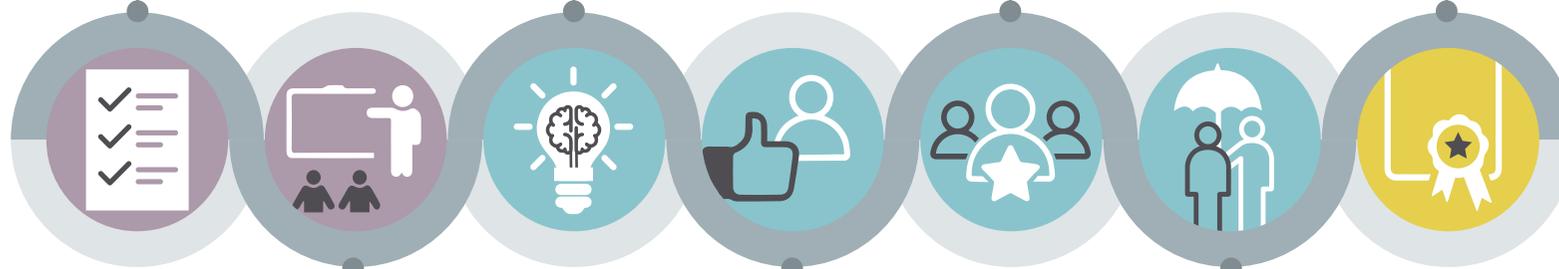
As they learn and gain practical skills in the workplace, Umbrella Training will support the skills they have learnt and give them the knowledge they need to build their portfolio of evidence (POE).

Assessments:

Assessments involve the learner, they supervisor and your learning consultant checking that you are succeeding and meeting the industry set standards for your qualification. Our learning consultant will use a range of assessment methods, for example, observations of their work, witness testimonies from their manager/ supervisor, discussions and questions.

End-point assessment:

Before they take the end-point assessment, Umbrella Training, their employer, the end-point assessor and the learner must all agree that they are ready!



Onboarding

As with any new staff member, the employer will carry out induction with their apprentice or trainee. 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 them set up on the relevant systems they'll be using.

Review of Learning:

Regular engagement reviews by Umbrella Training learning consultants help keep the learner motivated and on-track to complete their programme. A review gives them 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 they 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 networking.
- **Monthly 1-1 coaching support** – online or face to face.
- **Professional discussions**
- **Mock end-point assessment** that helps you to prepare for independent end-point assessment.



How does the assessment work?

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

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



PASS or DISTINCTION; final grade based on the combined performance from each EPA Activity

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.

Please **contact us if you would like further details** of this traineeship programme.



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-built 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 all reasonable steps to protect them from harm and accepts its corporate responsibility for the well-being and safety of its stakeholders, including children and vulnerable adults.

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:

- ✓ 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.** We do this by creating 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. They will also conduct themselves in a way that reflects the principles, values and culture of our organisation and be aware and follow current legislation regarding the safeguarding of all stakeholders.

Our policy sets out, in detail, the roles and responsibilities of all parties in **providing a safe working and learning environment**, whereby everyone is protected from abuse of any kind.

Safeguarding and you

Do you have concerns about your own, or someone else's health, safety or welfare? This might include homelessness, abuse or questions about the Prevent duty.

Our learners are entitled to:

- ✓ a **safe, healthy and supportive** environment.
- ✓ an **induction to health and safety** when starting their learning or training and at each new location or placement.
- ✓ **full information on the provider's** health and safety policy, responsibility and procedures.
- ✓ information on **supervision arrangements**.
- ✓ information on any **risks associated** with the learning programme.

What can I report?

Safeguarding is not a complaint about their employment terms and conditions unless they are experiencing abuse in your workplace or from individuals.

Abuse can take many forms, such as:

- **Physical abuse**
- **Emotional abuse**
- **Financial abuse**
- **Sexual abuse**
- **Neglect**

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

If you **suspect** someone else is, **being abused** or **neglected**, you should tell someone you 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





Equality, Diversity and Inclusion



Equality, diversity and inclusion

Umbrella Training operates a policy of equality, diversity and inclusion. We encourage applications from everyone who is eligible to complete one of our programmes.

We will comply with the **Equality Act 2010**. You have the right to be **treated with dignity and respect**.

Nobody should be subjected to discrimination, bullying, harassment or victimisation in any way. Our learners also have a responsibility to ensure that they **do not discriminate against others** and treat everyone **equally, with dignity and respect**.

Our Umbrella Training learning consultant will discuss equality, diversity and inclusion with the learner at review visits, to ensure that they understand and apply the law when working.

Contact us if you need any help or advice.

0333 577 2557

safeguarding@umbrellatraining.co.uk

Equality, diversity and inclusion is the current term used for 'Equal Opportunities'.

It is the legal obligation to **protect against discrimination**. Discrimination can be against a person's sex, gender, disability, sexual orientation, religion, belief, race or age.





Get in touch...

For more information or to apply contact us:

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