

# M&B Apprenticeships Scotland

## Apprentice Recruitment & Upskilling Our Teams

Scotland & England Comparison guide at a glance

Scotland	England Equivalent
L5 Hospitality Diploma (Team Members)	L2 Hospitality Team Member
L7 Hospitality Supervision & Leadership (Supervisors)	L3 Hospitality Supervisor
L7 Management (Assistant/Kitchen Managers)	L4 Hospitality Manager
L8 Hospitality Management Skills (General/Assistant/Kitchen Managers)	L4 Hospitality Manager
L9 Management (General Managers & District Support Roles)	L5 Operations Manager

Our team of experts at MGT Training are on hand to ensure you select the right level of apprenticeship that is matched to your role, experience and aspiration. Their aim is to provide stretch and development through your apprenticeship – the following guides are designed to explore the options open to you.



### Introduction to Michelle Batt, Director at MGT Training

With over 40 years of experience in hospitality and management, Michelle has built a distinguished career marked by dedication, expertise, and a passion for excellence. Starting as an apprentice chef, she worked her way through all sectors of hospitality and management, honing her skills in the culinary arts before expanding her horizons with a degree in Business Management.

For the past two decades, Michelle has been at the helm of MGT Training as the Managing Director, holding commercial and government contracts for Modern Apprenticeships Programmes. In this role, she has made a significant impact on the development and implementation of Modern Apprenticeships, helping to shape Scotland's future workforce. Her leadership has been instrumental in creating opportunities for young professionals to gain valuable skills and experience, ensuring they are well-prepared for successful careers.

Throughout her career, Michelle has demonstrated exceptional leadership and management skills, consistently delivering outstanding results in various roles within the hospitality industry. She is known for her ability to inspire teams, optimise operations, and ensure the highest standards of service.

Beyond her professional achievements, Michelle is deeply committed to giving back to the community. She actively volunteers on the Children's Panel and participates in charity events, such as food banks and food collections, to help the homeless and those in need. This dedication to service reflects her belief in making a positive impact both professionally and personally.

In her free time, Michelle enjoys spending time with her grandson, staying active at the gym, and engaging in various community activities, all while spending quality time with her family. She believes in the importance of balance and the value of contributing to the well-being of others.

Michelle continues to seek opportunities for growth and learning, always striving to enhance her skills and knowledge in the ever-evolving field of hospitality and management.

Michelle is very much looking forward to forging new partnerships within M&B, thus supporting and developing our people.

# Apprentice Recruitment

Apprentice Recruitment is available to all sites where you feel you would be able to support a learner new to the hospitality industry.

A diverse talent pool of candidates looking to secure a career in Hospitality: Apprentice recruits may have limited experience, but what they lack in experience, they make up for in willingness to learn and a can-do attitude. These young people have the potential to become future talent within your business. Many AR candidates have gone on to become AMs and KMs.

For every Recruited Apprentice you employ, you will receive **£500** credit to the P&L to upskill your new apprentice at pace.

By recruiting or upskilling young people aged 25 or under, all learners are exempt of NI contributions.-

## How do I place an advert to recruit a new apprentice into my business?

We have worked with Harri to provide an apprenticeship recruitment process that is 100% owned by the GM – just like you do for every other hire you make.

- As a Manger, you are now in control of hiring apprentices into the business and will place the vacancy.
- Apprentice vacancies will be placed through the Apprentice Template on Harri and posted on both the internal and external platforms.
- Vacancies will publish for 14 days, if unfilled yet you still wish to continue advertising; refresh the vacancy in Harri.
- Recruited apprentices can be between 16 and 19 years old.
- All new apprentice hires must not be in education, have lived in the UK for 3 years, and must not have completed a hospitality/catering based apprenticeship at the same level.

## Placing an advert:

- Log on to your business Harri account.
- Place a vacancy for a Chef Apprentice or Bar and Waiting Apprentice using the templates provided.
- Once you publish the vacancy, it will hit our careers page and Indeed.
- For an extra boost in exposure, also list the vacancy on [www.apprenticeships.scot](http://www.apprenticeships.scot) (Set up an employer account for your business in just 4 simple steps, and then you'll be able to post your vacancy – ensure you put MGT as your training provider) email [Emily.Martindale@mbplc.com](mailto:Emily.Martindale@mbplc.com) if you need support – we strongly suggest this as there aren't many opportunities for hospitality on the main govt site.
- Applications will appear on your Harri profile against the vacancy listed. You can then interview the candidate as per the MAB guidelines, provide feedback and agree any hires.

## What happens once recruited:

- Once you have offered the role of apprentice to a candidate, close down the vacancy (or keep it open if you are recruiting for more than one position).
- Complete the MAB recruitment checklist and set them up as FOH or BOH Apprentice Job Code on PeopleNet.
- At 6 weeks, MGT Training will be in touch with both the GM and the employee to get them enrolled onto the apprenticeship.
- Complete the MAB 13 week induction programme as normal.



BOH & FOH  
OPTIONS



UNDERPINS OUR CORE  
M&B LEARNING



SUPPORT CAREER  
DEVELOPMENT



£500 TRAINING  
INCENTIVE, & NI SAVINGS



LOCK IN FUTURE  
TALENT

# SQA LEVEL 5 HOSPITALITY DIPLOMA

For ambitious FOH or BOH individuals eager to develop their career in the exciting world of hospitality. An apprenticeship could be the golden ticket needed to step into a supervisory role. This may be the perfect opportunity to convert and grow your experience within hospitality into an industry recognised qualification.

## Who is it for?



Eager FOH or BOH team members looking to expand their knowledge, skills and behaviours to support their career development and industry knowledge.

## Typical modules include:



You can tailor the content according to your role and interests, there are 3 mandatory units and 7 optional units. Your MGT coach will support you in shaping your Diploma, typical modules could include:

- Maintain health, safety and security within the workplace
- Working as part of a team
- Guest Service
- Maintaining food safety
- HACCP
- Minimise the risk of allergens to customers
- Developing Meta-skills and Personal Practice



## Continual Assessments include:

- No formal exams!
- Face to face observation of tasks that you undertake in the workplace.
- Examples of documents you produce or use.
- Professional discussions with your Assessor about work undertaken.
- Reports / storyboards about work experiences
- Answering knowledge questions to prove your understanding.
- Submit video recordings of your work or presentations
- Complete small projects related to your role to showcase your abilities and problem-solving skills.



## Blended delivery:

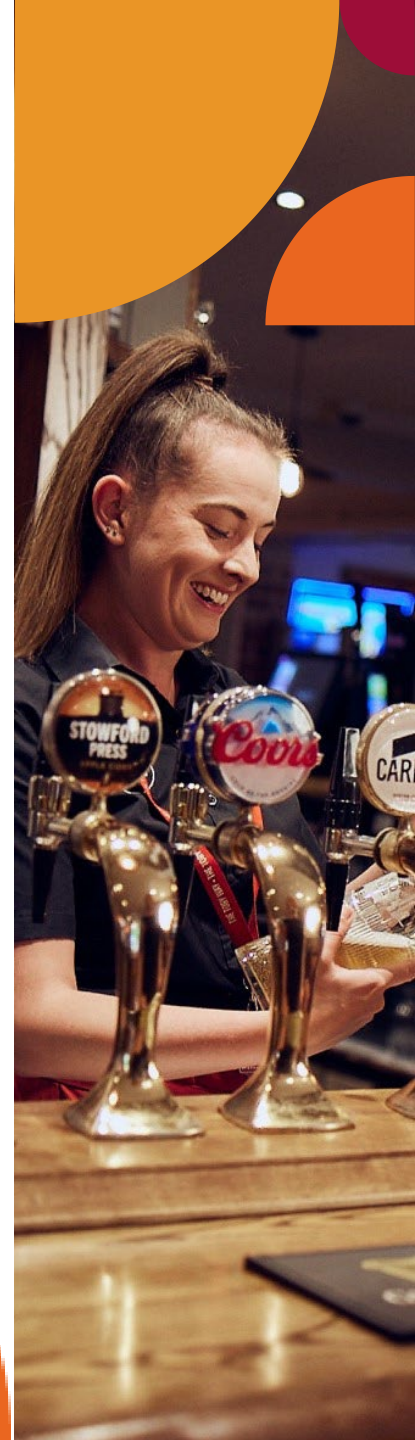
- 1-1 sessions with Learning Coach (f2f & remote)
- Self-study via online learning platform



## Duration:

Typically, 6 months – 12 months.

If you're eager to develop your knowledge, skills, and behaviours within the world of hospitality, this apprenticeship is the perfect tool to support your progression! This is the solid foundation to progress onto the Team Leader Development Programme or start your formal qualifications and unlock/progress to higher levels.





# SCQF SQA LEVEL 7 HOSPITALITY SUPERVISION & LEADERSHIP

Ideal for individuals currently employed in the hospitality sector who aim to advance into leadership roles. Aspiring or current team leaders / supervisors, either front or back of house. This may be the perfect opportunity to convert and grow your experience within hospitality into an industry recognised qualification.



## Who is it for?

FOH or BOH Team Leaders or Supervisors looking to expand their knowledge, skills, and behaviours to support their career development or progress to management roles.



## Continual Assessments:

- No formal exams!
- Face to face observation of tasks that you undertake in the workplace.
- Examples of documents you produce or use.
- Professional discussions with your Assessor about work undertaken.
- Reports / storyboards about work experiences
- Answering knowledge questions to prove your understanding.
- Submit video recordings of your work or presentations
- Complete small projects related to your role to showcase your abilities and problem-solving skills.



## Typical Modules Include:

You can tailor the content according to your role and interests, there are 4 mandatory units and 4 optional units. Your MGT coach will support you in shaping your programme, typical modules could include:

- Provide leadership for your team
- Resource management
- Workplace health and safety
- The supervision of diverse hospitality operations
- Develop productive working relationships
- Full details on Core & Optional units are on the MGT website



## Blended delivery:

- 1-1 sessions with Learning Coach (f2f & remote)
- Self-study via online learning platform



## Duration:

Typically, 12 months.

If you're eager to develop your knowledge, skills, and behaviours within the world of hospitality, this apprenticeship is the perfect tool to support your progression! This is the solid foundation to progress onto/alongside TLDP and AMD.

# SCQF SQA LEVEL 7 MANAGEMENT

Confidential

For ambitious Assistant or Kitchen Managers eager to further their career in the exciting world of hospitality. This may be the perfect opportunity to convert and grow your experience within hospitality into an industry recognised Management qualification. Management at level 7 allows candidates to demonstrate competence in job-related skills in their particular area of work and expertise. This qualification is jointly awarded with the Chartered Management Institute (CMI). Candidates who are registered for Management at SCQF level 7 are able to take advantage of 12 months free membership of CMI resources to support your study.

## Who is it for?



Assistant Managers and Kitchen Managers looking to expand their knowledge, skills, and behaviours to support their career development or industry knowledge.



## Continual Assessments:

- No formal exams!
- Face to face observation of tasks that you undertake in the workplace.
- Examples of documents you produce or use.
- Professional discussions with your Assessor about work undertaken.
- Reports / storyboards about work experiences
- Answering knowledge questions to prove your understanding.
- Submit video recordings of your work or presentations
- Complete small projects related to your role to showcase your abilities and problem-solving skills.

## Typical Modules Include:



Comprising of 4 mandatory units:

- Develop your knowledge, skills and competence
  - Provide Leadership for your team
  - Manage people's performance at work
  - Provide healthy, safe, secure and productive work environments and practices
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- You can then select up to 3 optional modules (from 35 available) to tailor to your Diploma to your role, full details are on the MGT website but include examples such as finance, budgeting, operational plans and managing change



## Blended delivery:

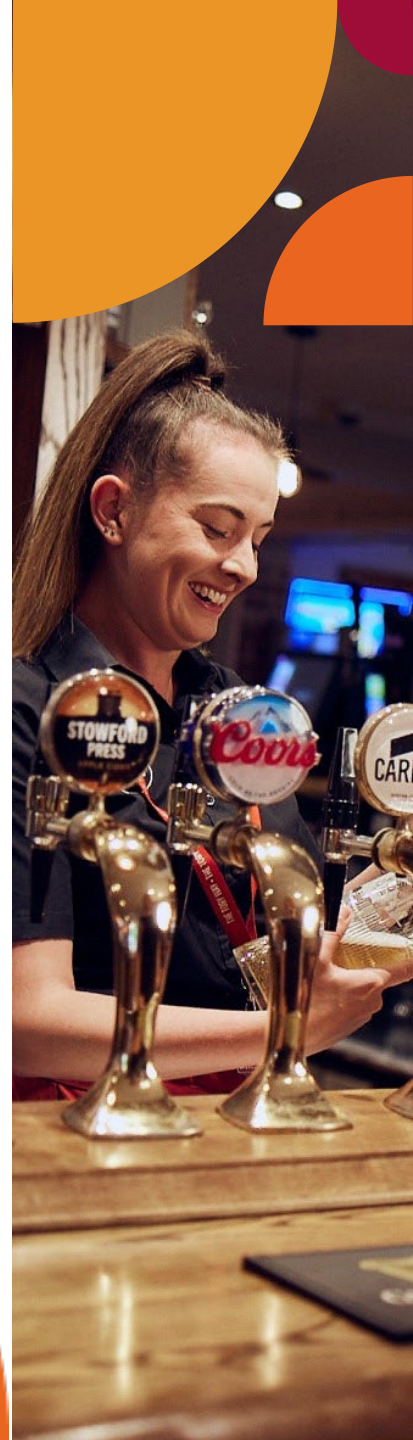
- 1-1 sessions with Learning Coach (f2f & remote)
- Self-study via online learning platform



## Duration:

Typically, 12 months .

If you're eager to develop your knowledge, skills, and behaviours within the world of hospitality, this apprenticeship is the perfect tool to support your progression! This is the perfect next step to build on AMD.





# SCQF LEVEL 8 HOSPITALITY MANAGEMENT SKILLS

Ideal for members of management who are already in the Potential Zone looking for development to their next role. This may be the perfect opportunity to convert and grow your experience within your pub or restaurant into an industry recognised qualification and build on your internal M&B learning journey.



## Who is it for?

General Managers, Assistant Managers or Kitchen Managers looking to expand their knowledge, skills, and behaviours to support their career development to General Manager or District Support Roles. You will be in the Potential Zone and endorsed by your GM/RBM.



## Typical Modules Include:

Comprising of 3 mandatory and 2 enhancement units:

- Provide leadership for your team.
- Manage the performance of teams and individuals.
- Manage your own resources and professional development.
- Workplace health & safety requirements and managing physical resources.
- Legislative and regulatory requirements in hospitality.
- You can then select 7 optional modules (from 62 available) to tailor your diploma to your role and development needs. Full details are on the MGT website, your coach will gladly help you design & tailor your qualification.



## Continual Assessments:

- No formal exams!
- Face to face observation of tasks that you undertake in the workplace.
- Examples of documents you produce or use.
- Professional discussions with your Assessor about work undertaken.
- Reports / storyboards about work experiences
- Answering knowledge questions to prove your understanding.
- Submit video recordings of your work or presentations
- Complete small projects related to your role to showcase your abilities and problem-solving skills.



## Blended delivery:

- 1-1 sessions with Learning Coach (f2f & remote)
- Self-study via online learning platform



## Duration:

Typically, 12 months.

If you're eager to progress within M&B, this apprenticeship is the perfect tool to support you advance to General Manager or District Support Roles. Level 8 will build on the foundations of AMD. You will already be in the Potential Zone and endorsed by your GM/RBM.

# SCQF LEVEL 9 MANAGEMENT

For ambitious General Managers eager to further their career in M&B. This may be the perfect opportunity to convert and grow your experience within hospitality into an industry recognised Management qualification.

This qualification is jointly awarded with the Chartered Management Institute (CMI). Candidates who are registered for Management at SCQF Level 9 are able to take advantage of 12 months free membership of CMI resources to support their study.

## Who is it for?



General managers looking to expand their knowledge, skills, and behaviours to support their career development or industry knowledge. You will be in the Potential Zone and endorsed by your RBM.



## Continual Assessments:

- No formal exams!
- Face to face observation of tasks that you undertake in the workplace.
- Examples of documents you produce or use.
- Professional discussions with your Assessor about work undertaken.
- Reports / storyboards about work experiences
- Answering knowledge questions to prove your understanding.
- Submit video recordings of your work or presentations
- Complete small projects related to your role to showcase your abilities and problem-solving skills.

## Typical Modules Include:



- Candidates must complete all of the following units:
- Develop and Implement Operational Plans for Your Area of Responsibility
- Provide leadership in your area of responsibility
- Develop & sustain productive working relationships with colleagues and stakeholders
- Manage business processes
- Managing change.
- You can select up to 4 optional modules to tailor to your role, full details are on the MGT website but include examples such as finance, budgeting, lead meetings, employee relations, quality audits and recruitment



## Blended delivery:

- 1-1 sessions with Learning Coach (f2f & remote)
- Self-study via online learning platform



## Duration:

Typically, 15 months .

If you're eager to develop your knowledge, skills, and behaviours within the world of hospitality, this apprenticeship is the perfect tool to support your progression! This is the ideal next step to grow your capability as a General Manager.

