



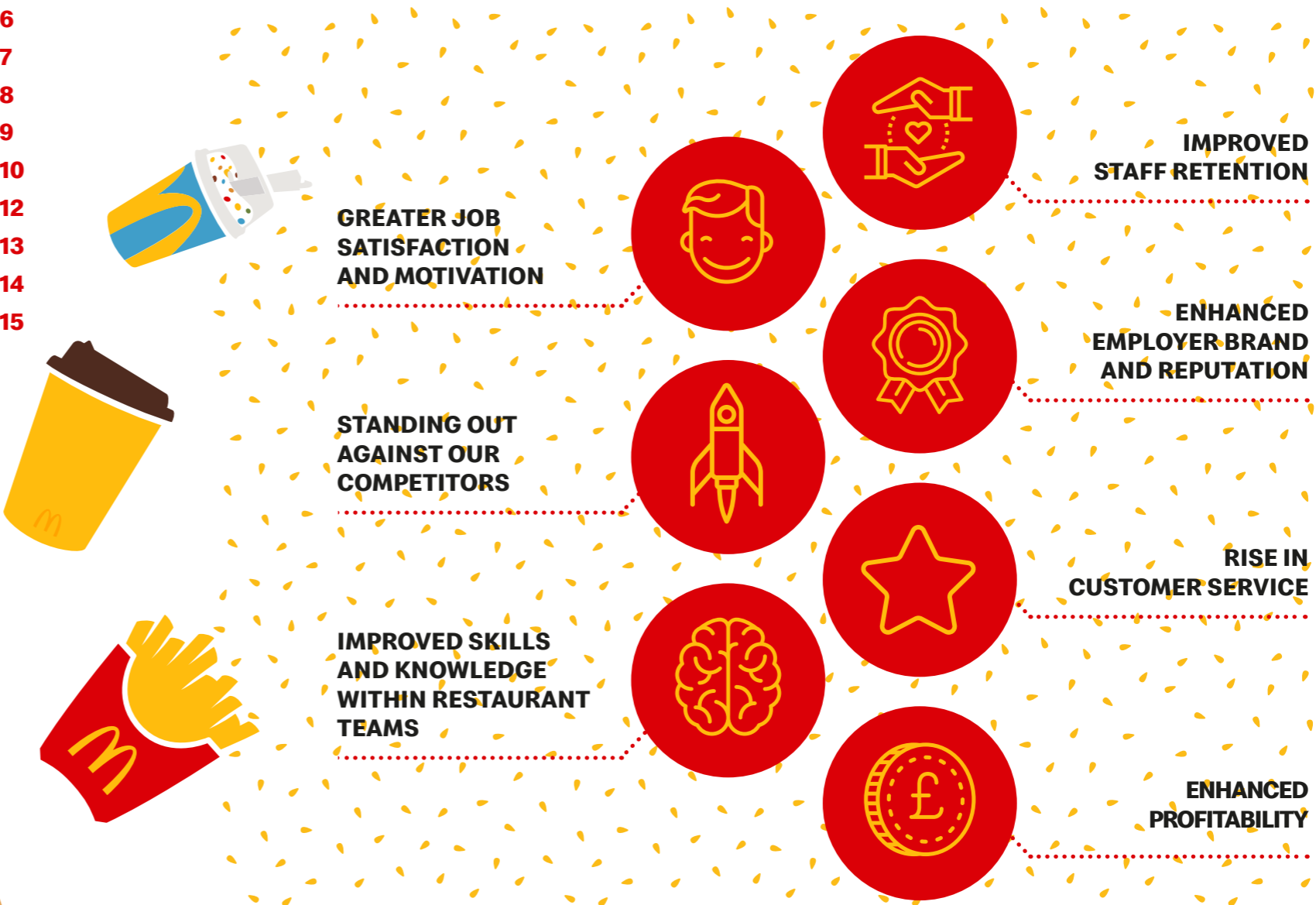
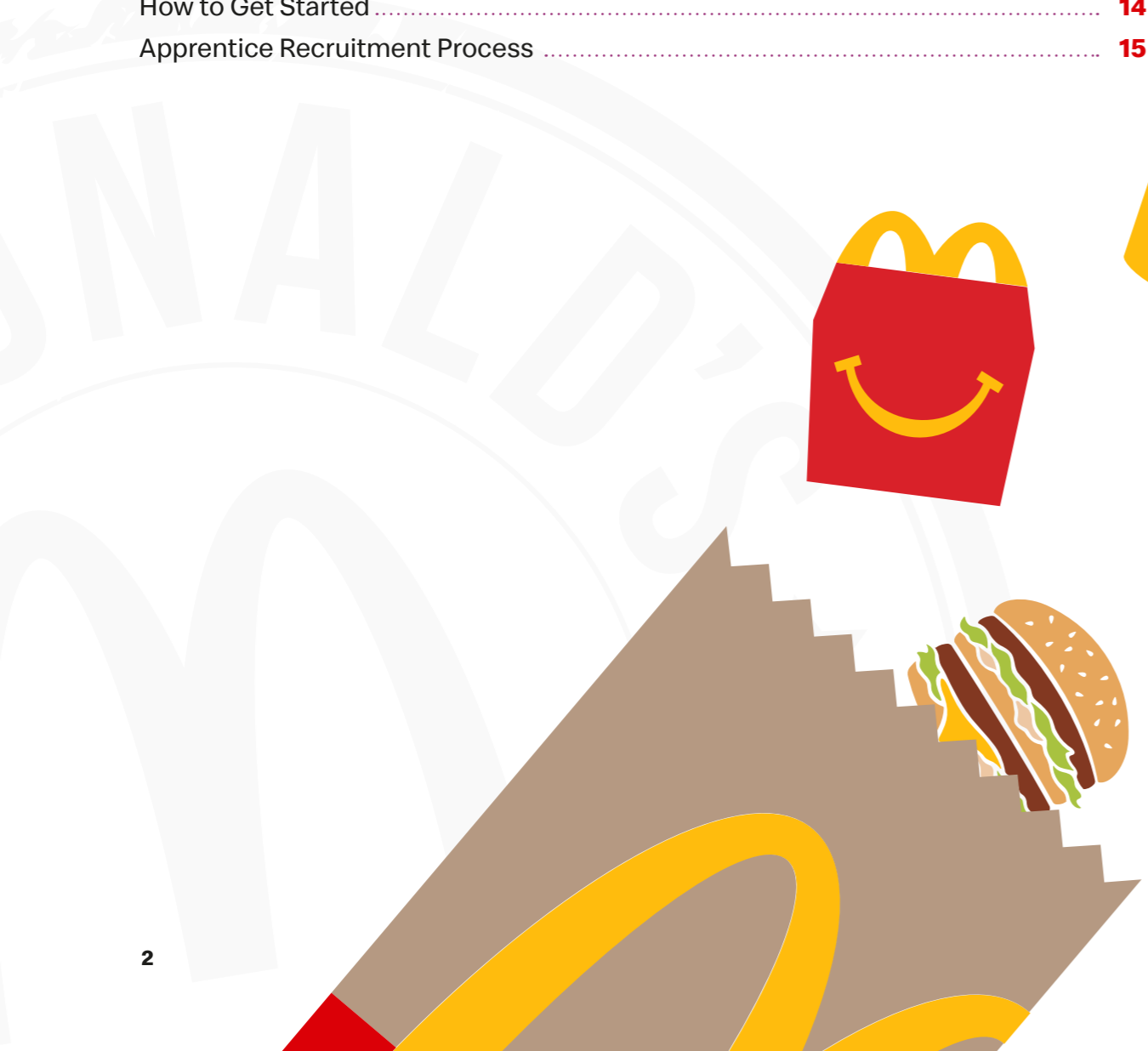
McDONALD'S
APPRENTICESHIPS
**MANAGER'S
GUIDE**
(WALES)



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THE BUSINESS BENEFITS OF APPRENTICESHIPS TO MCDONALD'S AND FRANCHISEES



CREW MEMBER APPRENTICESHIP

HOSPITALITY SERVICES LEVEL 2

Our Crew Member apprenticeship is for any Crew Member looking to expand on the skills we teach at McDonald's. Apprentices will undertake additional training to gain essential knowledge and skills of working in both food and front of house areas, which includes:

- Food safety and hygiene
- Preparing and cooking meat and poultry
- Effective team work
- Communicating with customers – following our Vital Ingredients

To achieve the qualification, Level 2 Apprentices will undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing and enhancing their skills over and above their CDP.

Our Apprentices will have a mixture of face-to-face and remote appointments and would be seen by their Lifetime Learning Coach every 4-6weeks. Learning throughout the programme will include eLearning modules, videos and activities. Assessment is gathered through observations, discussions, product evidence and witness testimonies.

MINIMUM 12 MONTHS
5 x GCSEs A*-C (Wales)

Apprentices in **Wales** will complete a National Vocational Qualification (NVQ), which includes a technical certificate (multiple-choice tests) and the following Essential Skills:

Essential Skills

Application of Number Level 1 Communication Level 1

CUSTOMER EXPERIENCE LEADER APPRENTICESHIP

CUSTOMER SERVICE LEVEL 2

Our Customer Experience Leaders are hugely influential and have a crucial part to play in bringing our best-loved restaurant experience to life. This apprenticeship builds expert Customer Service skills and helps a CEL excel in creating feel good moments day in, day out.

Apprentices will undertake additional training to gain important knowledge and understanding of customer service including:

- How to communicate effectively with customers
- How to exceed customer expectations
- Resolve customer service problems
- Develop customer relationships

To achieve the qualification, Level 2 CEL apprentices will undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider customer service sector, developing and enhancing their skills over and above their CDP.

Our Apprentices will have a mixture of face to face and remote appointments and would be seen by their Lifetime Learning Coach every 4-6weeks. Learning throughout the programme will include eLearning modules, videos and activities. Assessment is gathered through observations, discussion, product evidence and witness testimonies.

MINIMUM 12 MONTHS
Equivalent to 5 x GCSEs A*-C (Wales)

Apprentices in **Wales** will complete a National Vocational Qualification (NVQ) which includes a technical certificate.



SHIFT LEADER APPRENTICESHIP

HOSPITALITY SUPERVISION & LEADERSHIP LEVEL 3

Our Shift Leader apprenticeship is for any Crew Trainer who has started their SLDP or existing Shift Leader looking to undertake additional training with skills and knowledge including:

- Leading a team
- Improving customer relationships
- Stock control and efficient use of resources
- Supervision of customer service

To achieve the qualification, our Level 3 Apprentices will undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing skills over and above our SLDP.

Our Apprentices will have a mixture of face-to-face and remote appointments and would be seen by their Lifetime Learning Coach every 4-6 weeks. Learning throughout the programme will include eLearning modules, videos and activities. Assessment is gathered through observations, discussions, product evidence and witness testimonies.

**MINIMUM
12 MONTHS**

Equivalent to
2 x A-Levels (Wales)

Apprentices in **Wales** will complete a National Vocational Qualification (NVQ), which includes a technical certificate (multiple choice tests) and the following Essential Skills:

Essential Skills

Application of Number Level 2

Communication Level 2

EXPERIENCE SHIFT LEADERS & SALARIED MANAGERS

HOSPITALITY MANAGER LEVEL 4

Suitable for Salaried Managers, experienced Shift Leaders and those who have previously completed Hospitality Supervisor Level 3. With pre-work to complete prior to starting the programme, apprentices will also learn about:

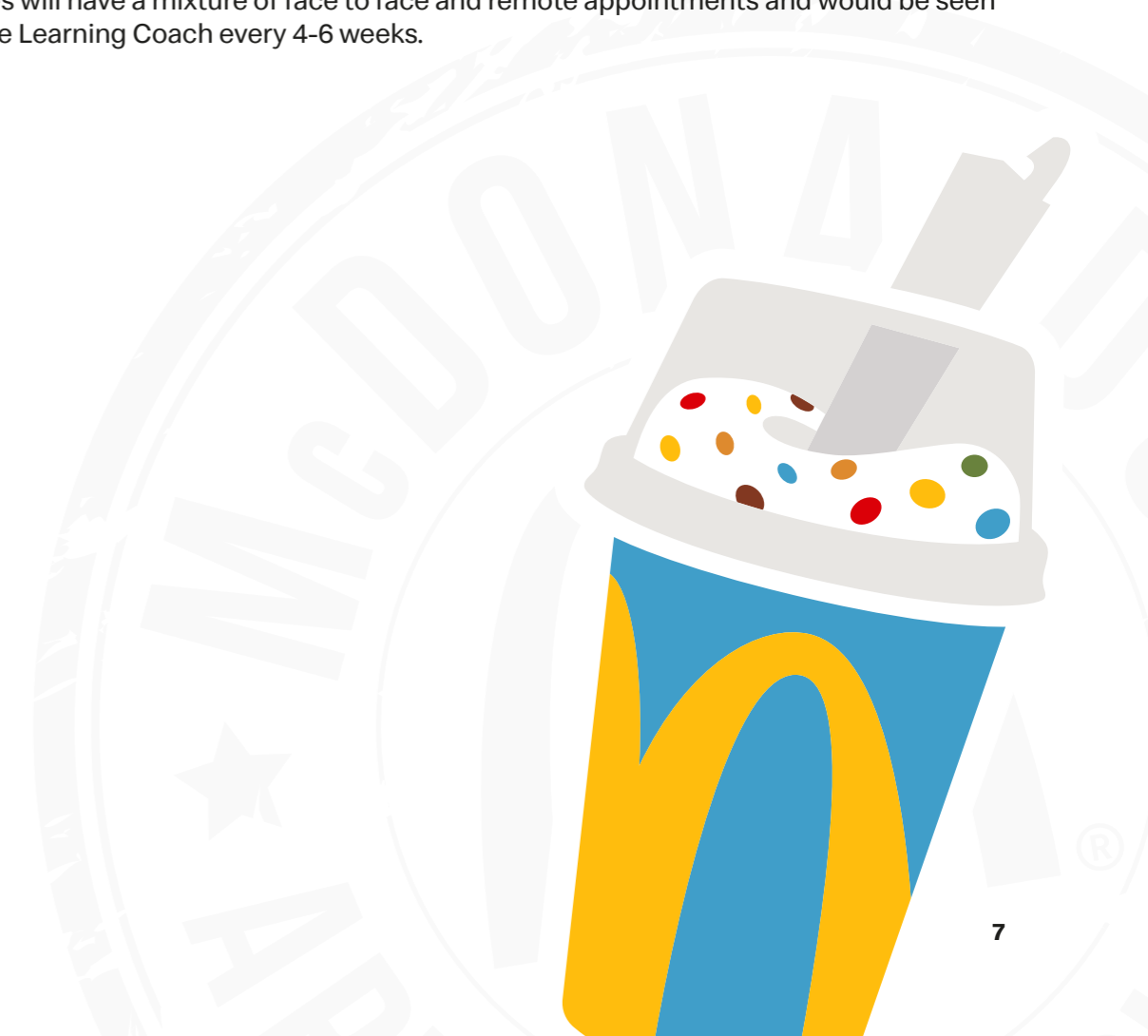
- Leadership diversity and inclusivity
- Business strategy, vision and financial management
- Change management.

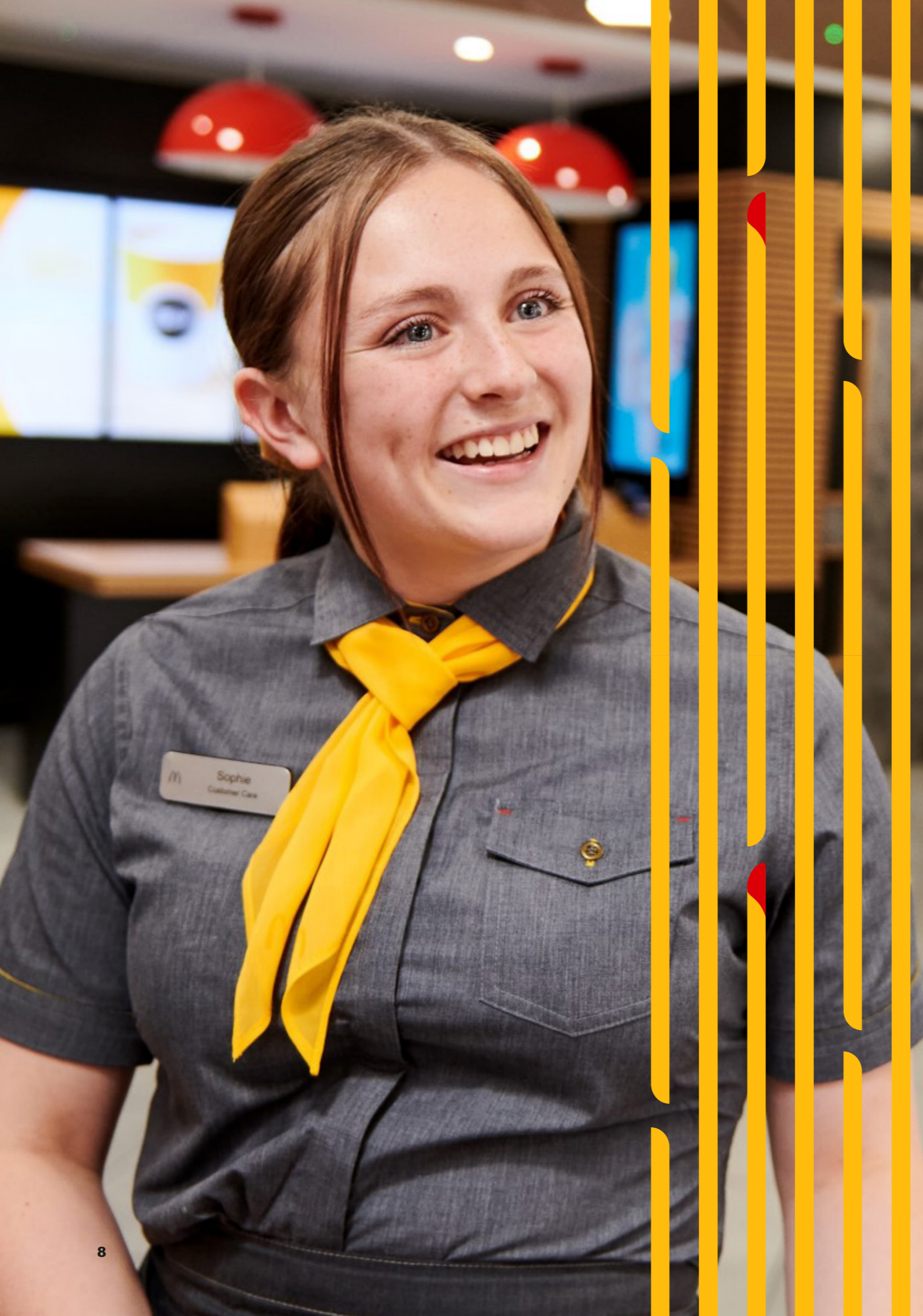
To achieve the apprenticeship qualification, you will undertake additional activities to Learn, Share, Apply and Dig Deeper into the wider Hospitality sector, developing skills over and above our Developing the Leader in Me programme. This will include Digging Deeper into information about our Customer and Business strategy and operating procedures and towards the end of the programme, focus on leadership and change management.

Our Apprentices will have a mixture of face to face and remote appointments and would be seen by their Lifetime Learning Coach every 4-6 weeks.

**MINIMUM
18 MONTHS**

Equivalent to
Foundation Degree





APPRENTICE MENTOR **SECRET TO SUCCESS**

The value of mentoring in supporting a high quality Apprenticeship programme is crucial. Apprentice mentoring includes **Managing, Supervising** and **Coaching**.

Apprentice Mentors take a lot of the burden off the Business Manager when it comes to the day-to-day handling of an Apprenticeship. They will act as the first point of contact for the Apprentice, their restaurant and the training provider. Selecting the right mentor and empowering them with responsibility is key to the learner experience.

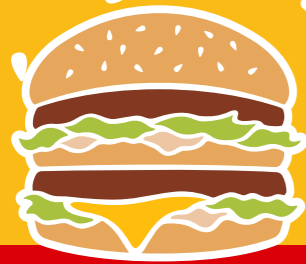
Apprentice Mentors will be a **role model** and involved in the programme **from day one**



MENTORS WILL:

- 1** Attend the enrolment session with each Apprentice
- 2** Complete HIG chats with each Apprentice monthly. This will take 30-60 minutes. A formal record using the form provided must be kept
- 3** Attend face-to-face visits with Lifetime Learning Coach to understand how the Apprentice is progressing, and identify areas that may need additional support
- 4** Ensure that any safeguarding concerns are recorded and reported (training will be provided)
- 5** The role is ideal for a People Manager or a Salaried Manager – someone with the ability to influence and communicate effectively
- 6** For further details a Mentor Guide is available on the Intranet under **People>Apprenticeships**

WHAT SHOULD I BE DOING?



FRANCHISEE OR OPERATIONS CONSULTANT

- Authorise numbers and level of Apprentices to join programme
- Approve Apprentice Mentor
- Ensure restaurants are supporting Apprentices learning i.e. 20% off-the-job training
- Sign contract for training and services



BUSINESS MANAGER

- Approve Apprentice applications in line with agreed numbers from reporting manager
- Recruit for Apprentice vacancies via Lifetime Training
- Ensure each Apprentice is given time to complete their off-the-job training during working hours
- Sign a Commitment Statement for each learner outlining support for each learner



APPRENTICE MENTOR

- Monitor the progress of each Apprentice assigned to you
- Verify the Apprentice has completed work identified on their Individual Learning Plan (SOCs, eLearning etc.)
- Advise the Apprenticeship Team immediately if an Apprentice leaves the business
- Act as the first point of contact for the Apprentice, the business and Lifetime Training
- Work with restaurants on Training Curriculum including off-the-job training
- Ensure any Safeguarding concerns are logged and reported



APPRENTICE

- Complete work within agreed timescales and upload to online system
- Attend progress review sessions and bring relevant records of work completed
- Give at least 48 hours' notice to postpone or cancel an appointment (must be approved by your Mentor)
- Sign a Learner Agreement to outline your commitment to your apprenticeship (parental consent needed for 16-17 year olds)
- Be hard working, thorough, punctual and committed to your apprenticeship



LIFETIME TRAINING

- Provide a minimum of 6 face-to-face review meetings with the Apprentice and Mentor
- Deliver knowledge and assessment training required by the apprenticeship
- Maintain regular contact with the Apprentice via online / phone calls each month
- Provide face-to-face and online teaching to support for English and maths qualifications
- Provide training for Apprentice Mentors in coaching and supporting Apprentices
- Provide access and visibility to learner progress through Individual Learner Plan and reporting



UK APPRENTICESHIP TEAM

- Quality assure the performance of the apprenticeship programme
- Provide reporting and analysis to monitor the apprenticeship programme
- Undertake due diligence to select an approved training provider
- Support and co-ordinate Ofsted and audit visits
- Act of a point of contact for escalation
- Manage partnership with Lifetime Training

OFF-THE-JOB TRAINING



OFF-THE-JOB TRAINING INCLUDES:

- The teaching of theory (working through training materials, role playing, demonstration on a station or online learning)
- Practical training – shadowing, mentoring, supplier visits
- Learning support and time spent writing assessments/assignments

For **Level 2**, this includes:

- Initial or on-going SOCs
- Completing eLearning modules
- Practical Training 'shoulder to shoulder' to learn new skills
- Independent Learning : Learn, Share, Apply, Dig Deeper activities (online learning and completion of tasks agreed at progress reviews)

For **Level 3**, this includes:

- Training courses held at regional offices
- Practical Training 'shoulder to shoulder' to learn new skills
- Time spent working through activities in FRED
- Independent Learning : Learn, Share, Apply, Dig Deeper activities (online learning and completion of tasks agreed at progress reviews)

It does not include:

- Time spent on English and maths
- Progress reviews or on-programme assessment with Lifetime
- Training which takes place outside the Apprentice's normal working hours

WHO CAN I NOMINATE

FOR THE APPRENTICESHIP PROGRAMME?



TO MAKE USE OF **APPRENTICESHIP FUNDING** YOU MUST BE ABLE TO:

- Provide evidence of the Apprentice's employment to Lifetime
- Confirm the Apprentice is committed to completing the programme and will be in the business for at least the minimum duration of the course
- Give the Apprentice time for off-the-job training
- Provide an Apprentice Mentor for the employee for the duration of their programme

AN INDIVIDUAL IS **ELIGIBLE** FOR AN APPRENTICESHIP IF THEY:

- Aged 16+ (Wales)
- Are not in any other full-time education or training
- Full-time employee (minimum 16 hours per week – but will take longer if not full time)
- Have been a UK/EU resident for 3 years or more
- Do not have a qualification at the same level (or above)

All apprentices must be allocated off the job training time as part of their paid employment. We expect this allocation of time to enable apprentices to complete their programme during paid working hours. Please note, that any study apprentices choose to undertake outside of paid working hours, cannot be counted as paid employment and does not contribute towards off the job training requirements.

HOW TO GET STARTED

NOMINATE

To nominate one of your employees for an apprenticeship, go to www.mcdapprenticeships.co.uk and submit an application.

NEXT STEPS

Once a nomination is received, Lifetime Training will contact the applicant directly and carry out the initial eligibility checks.

A session is then booked via the Apprentice Mentor to enrol the applicant onto their apprenticeship.

This session will also include an assessment of their English and maths skills.

For any questions please email apprenticeships@uk.mcd.com

COMMITMENT STATEMENT

The Business Manager will need to sign a Commitment Statement for each apprentice. This sets out the training the apprentice will receive.

APPRENTICE RECRUITMENT PROCESS

Looking to recruit a young individual into your business as an apprentice?

Keen to increase your talent pipeline?

Able to put in the time and dedication needed to train a young apprentice?

...THEN USING LIFETIME'S APPRENTICE RECRUITMENT SERVICE MIGHT BE FOR YOU.

Growing your team with an apprentice from the very start of their employment can take time but is equally rewarding to see them develop. Apprentices may need extra help and support to find their feet in the world of work. With the right guidance, they are a great way to increase your talent pipeline and reduce turnover - with 80% retention for recruited apprentices.

As they grow, their confidence increases and they become experts in their role, they are more likely to remain in the business and progress - who knows, maybe one day they will become a Business Manager themselves.

If you are interested in finding out more about the apprentice recruitment services that Lifetime offer and how it all works, visit **People > Apprenticeships**

Please note, it is important that you only list an apprentice vacancy with Lifetime, if you are specifically looking to recruit an Apprentice Crew Member, CEL or Shift Leader into your team.

FAQS

Who actually employs the apprentice?

You employ and pay your apprentice as you would any new employee, under our standard terms and conditions

How many hours should they work?

When hiring an apprentice through this service they should work at least 30 hours per week.

How will I know my new hire is eligible for an apprenticeship?

Lifetime complete all the eligibility checks before sending you shortlisted candidates

What happens when my apprentice starts?

Your new apprentice will follow the standard McDonald's induction process. Lifetime Training will be in touch with allocated Apprentice Mentor to book their apprenticeship on-boarding visit

Where can I find more guidance on the recruitment process?

Guidance on our Apprentice recruitment process can be found on the Intranet - **People > Apprenticeships**



☎ 0333 0143 669 – select option 3
✉ apprenticeships@uk.mcd.com
🌐 www.mcdapprenticeships.co.uk