



**A complete guide to  
your apprenticeship  
with HIT Training**

## Contents

Contents	02	Career development	14
Welcome	03	Online learning	16
About HIT	04	Equality and safety	18
Apprenticeships, what are they?	06	Your personal responsibilities	19
What does an apprenticeship include?	08	Appeals procedure	20
What are you entitled to?	09	Safeguarding and prevent duty	21
Apprenticeships available and entry requirements	10	Information, advice and guidance	26
Apprenticeship standard learning journey	12	Apprenticeship discounts and deals	36



## Welcome

At HIT, we are passionate about two things. Firstly to provide the best possible training and development for all our apprentices, and secondly to improve the workforce skills of the fabulous hospitality and retail sectors.



This guide outlines how your apprenticeship will work, the role of your immediate boss (line manager), the role of HIT Training and the route you will take to gain your apprenticeship. The standards for hospitality and retail apprenticeships have been written by employers across the sector. In partnership with employers across the sector you will receive the latest apprenticeship programmes delivered by HIT's vocational trainers.

HIT, as the sector's major specialist training provider, is here to help the industry's employers and employees meet this future skills challenge by working in partnership with them to provide innovative training and development for their existing and future staff.

HIT Training looks forward to working with you to achieve your apprenticeship.

**Jill Whittaker FIH FCA**  
HIT Training Ltd – Executive Chair

# About HIT

HIT Training is your local apprenticeship training company working with the hoteliers, publicans, restaurateurs, retailers and caterers in your town.



## Quality Professional Awards 2025

Social Mobility Quality Improvement Initiative Winner



## Operating across the country

HIT's teams are able to meet company needs quickly and on demand locally



## 'Apprenticeship Provider of the Year'

British Training Awards 2024



## 'Winner' Best Training Provider

Apprenticeship Guide Awards 2024



Learner satisfaction rate of

# 90%



## Ofsted awarded HIT a 'Good' grading in 2022

"Apprentices' contributions exceed employers' expectations gaining promotions or continuing with higher level training."

Over **250,000** hospitality employees have been trained by HIT in over **10,000** employer sites

**98%** of our apprentices achieve their End-Point Assessment in Hospitality based apprenticeships.



## Princess Royal Training Award 2024



## All of our staff are experienced sector professionals

In addition to being highly qualified trainers they have substantial vocational backgrounds in the hospitality sector



**ATA Winner** in English and Maths Excellence 2025

# Apprenticeships, what are they?

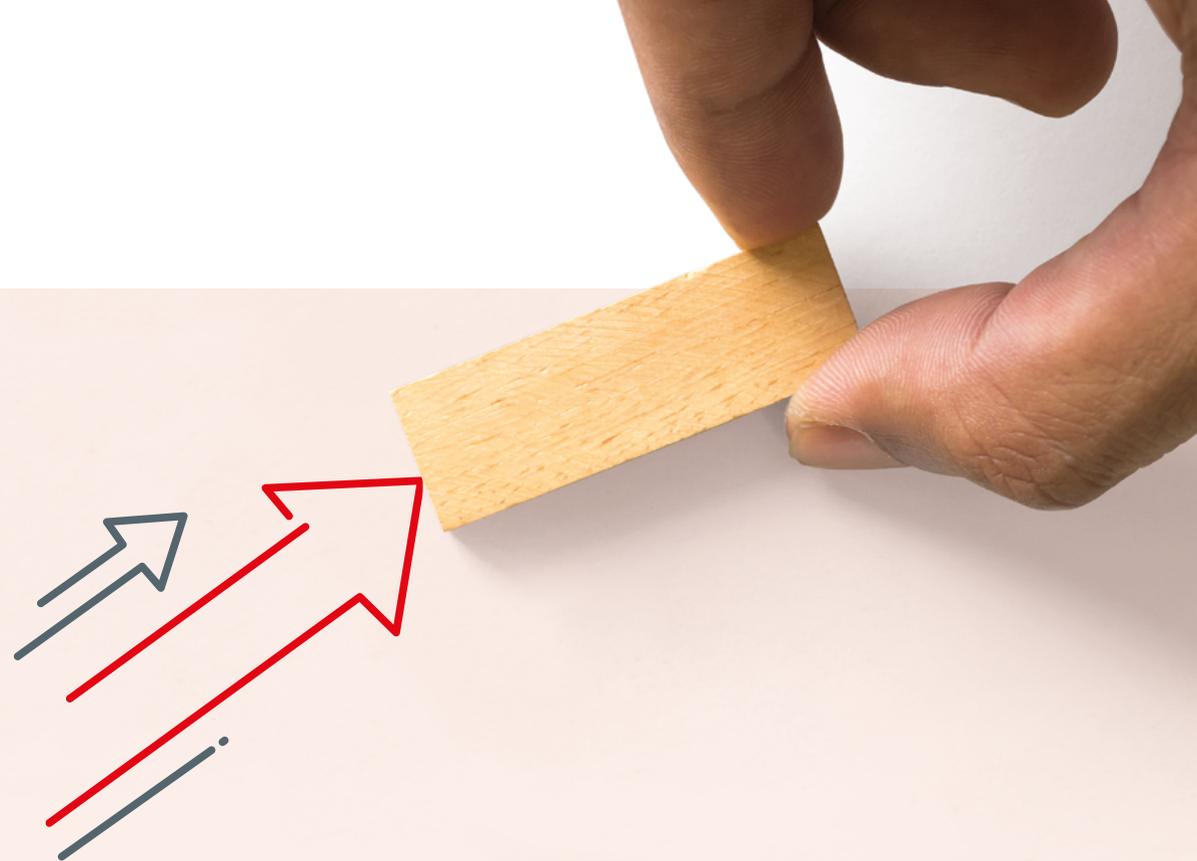
**An apprenticeship is a genuine job, with training, meaning apprentices can earn while you learn and gain a nationally recognised qualification.**

Apprenticeships offer a valuable opportunity for employers to cultivate a skilled and loyal workforce. Whether you're aiming to bring fresh talent into your organisation, support professionals seeking a career change, or provide new challenges for career movers, apprenticeships can be a strategic investment. By hiring apprentices, you'll benefit from their enthusiasm and willingness to learn while they gain practical skills and knowledge directly related to your industry.

Apprentices work alongside experienced colleagues, gaining hands-on experience and developing practical skills crucial for their roles. Additionally, they participate in off-the-job training sessions to understand the theoretical aspects of their profession and industry. This combination ensures that apprentices are well-rounded and ready to contribute effectively to your team.

Upon completion of their apprenticeship, individuals earn a nationally recognised qualification, which certifies that they have acquired the necessary skills and knowledge to perform their job competently. This not only benefits your business by having qualified professionals but also enhances your reputation as an employer committed to employee development.

The apprenticeship level will depend on the candidate's existing qualifications, the specific job role, and the apprenticeship standard you choose to implement. By investing in apprenticeships, you're investing in the future success and growth of your business.



**Get a dream job**

**Level 6 and 7 - Degree**  
**Equivalent Education Level:**  
Bachelor's or Master's Degree

**Get a career**

**Level 4, 5, 6 and 7 - Higher**  
**Equivalent Education Level:**  
Foundation Degree and above

**Get a better job**

**Level 3 - Advanced**  
**Equivalent Education Level:**  
2 A level passes

**Get a job**

**Level 2 - Intermediate**  
**Equivalent Education Level:**  
5 GCSE passes

# What does an apprenticeship include?

## Functional skills

English and maths are essential skills that are required for many aspects of life, including work. As an apprentice, you may need to use these skills regularly in your job, such as communicating with colleagues or customers, reading instructions, or measuring out ingredients.

If an apprentice is aged 16-18 and has not previously achieved the required level of English and maths, they will need to complete Functional Skills as part of their apprenticeship programme.

While Functional Skills are no longer mandatory for adult apprentices (19+), literacy and numeracy skills remain essential for success.

## Independent End-Point Assessment (EPA)

At the end of your apprenticeship, you will be assessed by an End point Assessment Organisation. Here you will have the opportunity to showcase the knowledge, skills, and behaviours that you have developed throughout the apprenticeship.

All Apprenticeships have grades of Pass, Merit and Distinction, depending on the sector.

### Level 1 (L1)

Recognised qualification equivalent to:

- ▶ GCSE Grade D-G (3-1)
- ▶ Functional Skills L1
- ▶ Key skills L1 in English or maths.

### Level 2 (L2)

Recognised qualification equivalent to:

- ▶ GCSE Grade A\*-C (9-4)
- ▶ Functional Skills L2
- ▶ Key skills L2 in English or maths.

# What are you entitled to?

**Apprentices have the same rights as other employees working at the same grades or similar roles; they are entitled to a contract of employment, holiday and sickness pay.**

## Pay and conditions

You'll be paid during your apprenticeship and are entitled to the National Minimum Wage.

The current minimum wage rate for an apprentice is £7.55 per hour.

You must be paid at least the minimum wage rate for your age if you're an apprentice aged 19 or over and have completed your first year.

**These rates are for the National Living Wage and the National Minimum Wage. The rates change every April.\***

Year	21+	18 to 20	16 to 17	Apprentice
April 2025	£12.21	£10.00	£7.55	£7.55

Most employers pay higher wage than the current minimum wage rate for an apprentice.

## Hours apprentices are paid for

You must be paid for:

- ▶ Your normal working hours.
- ▶ Training that's part of your apprenticeship (usually one day per week).

## Holidays

You'll get at least 20 days paid holiday per year, plus bank holidays.

\* This information is accurate as of April 2025

# Apprenticeships available and entry requirements

## Entry requirements

To start an apprenticeship you have to be aged 16 years or over, work full or part-time in the hospitality and catering sector with a contract of employment from your employer.

You also need to be a resident in England and not taking part in any other full-time education.

If you have already achieved a degree or equivalent qualification in this country or abroad, you may not be eligible for an apprenticeship unless the skills acquired for the apprenticeship are different from your degree.

Your employer will specify what their entry requirements are for each job role and what qualifications, if any, or experience is required.



**New apprenticeship standards have been developed for all sectors of the hospitality industry. They form progressive career pathways, incorporating the knowledge, skills and behaviours employers have defined for today's industry.**

The standards have been designed so that they apply across the sector, allowing organisations to incorporate their own ways of working, products and services into the learning and development, whilst ensuring it meets one national standard.

## Hospitality

- ▶ Hospitality Team Member, Level 2
- ▶ Hospitality Accommodation Team Member, Level 2
- ▶ Hospitality Supervisor, Level 3
- ▶ Hospitality Manager, Level 4
- ▶ Brewer, Level 4

## Professional Chef

- ▶ Production Chef, Level 2
- ▶ Commis Chef, Level 2
- ▶ Chef de Partie, Level 3
- ▶ Senior Production Chef, Level 3
- ▶ Pastry Chef, Level 3
- ▶ Senior Culinary Chef, Level 4

**HIT Training also offers the following programmes to enhance our hospitality apprenticeship offering:**

## Retail

- ▶ Retailer, Level 2
- ▶ Team Leader – Retail, Level 3
- ▶ Retail Manager, Level 4

## Business services

- ▶ Cleaning Hygiene Operative, Level 2
- ▶ Customer Service Practitioner, Level 2
- ▶ Customer Service Specialist, Level 3
- ▶ Business Administrator, Level 3
- ▶ Sales Executive, Level 4

## Leadership & Management

- ▶ Team Leading, Level 3
- ▶ Learning & Skills Mentor, Level 4
- ▶ Operations Manager, Level 5
- ▶ Coaching Professional, Level 5
- ▶ Senior Leader, Level 7



Find out more at EDN's [website](#)

# Apprenticeship standard learning journey

## Apprenticeship On-Boarding

At the start of any apprenticeship programme, a potential apprentice will either be nominated internally by the employer or will be recruited into a business as an apprentice.



### Online application

Alongside your entry requirements, HIT will check whether you are eligible for the apprenticeship.



### Initial assessment

We need to know what level of maths, English and possibly IT skills you possess.



### Confirmation of start

Once your initial assessment has been completed, eligibility confirmed, paperwork signed off and funding sorted, it's time to start.



### Induction to the apprenticeship

This is the first meeting between you the apprentice, your employer/mentor and your HIT Vocational Trainer. Together we'll agree on a personal learning and development plan, setting a timetable of activities in preparation for the End-Point Assessment (EPA).

## Application

## Enrolment

## Induction

## Know It... Show it... Live it.

Once you are enrolled onto your apprenticeship, it's time to begin your learning journey. Our blended delivery approach means we can adapt training to suit the needs of each learner through the following channels enabling you to retain new knowledge and skills whilst applying what you learn.



### Knowledge Bites

Our online learning platform holds a variety of guided learning modules to boost and develop your knowledge. Each Knowledge Bite is linked to and will precede an Interactive Online Workshop (IOW).



### Interactive Online Workshops (IOW)

Each apprenticeship has a suite of Interactive Online Workshops that are mapped to the Knowledge element of the apprenticeship standard.



### Assessment and Skills Development

After each IOW, your HIT Vocational Trainer will set up an online or face-to-face tutorial visit with you to complete and review assessments, provide further coaching where required and agree the next steps of learning.

Throughout your apprenticeship, you will complete mock assessments linked to the End-Point Assessment methods. This provides an indicator of their readiness for your final assessment.

The Vocational Trainer will also use this opportunity to keep you and their mentor informed of any areas the apprentice needs to focus on in the workplace and allow you to feed back concerns you may have.



### Functional Skills Activities

Our Vocational Trainers have a variety of resources available to support learning maths, English and IT. You will also have access to our BKSB platform where you will complete an initial assessment and diagnostics. BKSB will create an individualised learning plan for you and from here, you can revise and work on any areas you find challenging.

**4 STAGES REPEATED DURING APPRENTICESHIP**

### Knowledge Bite Module

#### Attend Interactive Online Workshop (IOW)

Your HIT Vocational Trainer will agree which IOWs you should attend and at what point in your programme.

#### Complete Assessment and Skills Development

After each IOW, your Vocational Trainer will set up an online tutorial or face-to-face visit with you.

#### Complete Functional Skills activities (If applicable)

## Gateway

## End-Point Assessment

# Career development

**In addition to our range of professional apprenticeships, HIT Training is able to offer training solutions tailored to your specific needs.**

Our professional development programmes range from interactive online courses, refresher training and compliance courses, through to high-level vocational qualifications. These courses support you by improving your confidence and boosting your skill set through targeted learning suited to your current career stage and vocation, helping you to excel in your role.

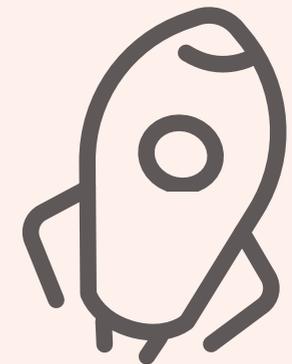
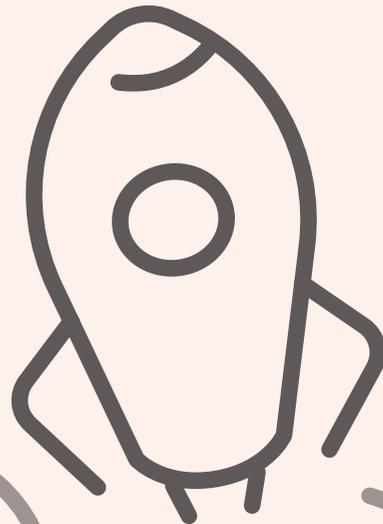


Whether it be soft skills like communication and teamwork or compliance training in food safety or manual handling, we will work with you both pre-event and post-event to ensure that you receive the highest level of training and understanding from our expert trainers.

If you would like to benefit from a tailored offering of one of our existing qualifications, a low cost 'straight off the shelf' training programme or a bespoke training course developed to meet your specific needs, we would welcome the opportunity to work with you to create a personalised programme.

Find out more at:

[www.hittraining.co.uk/courses](http://www.hittraining.co.uk/courses)



# Online learning

## E Portfolio

At HIT, we use a learner management system called BUD to plan and manage your learning journey and carry out quality assurance activities.

BUD can be accessed anywhere and at any time thus allowing you to fit your work for your qualification into your busy life. Your HIT Trainer will give you your login details.

Using BUD also allows us to monitor your progression throughout your programme. We can be in regular contact with you, answering your queries, supporting with learning

materials and marking the work that you do. You can see when we have been looking at your work, thus motivating you to complete more targets as you go along. We will update your employer with any relevant feedback as to your progress thereby keeping the experience as holistic and mutually beneficial as possible.

## BKSB learning resources for functional skills English and maths

BKSB resources provide access to a wide range of English and maths learning materials. These functional skills are an integral part of the apprenticeship programme. The initial assessment process and diagnostics identify your current confidence and levels of learning. Working with your HIT Trainer, the BKSB resources provide you with access to a range of learning resources that meet your needs. You can work on activities and exercises in your own time, as well as with the HIT Trainer. The resources are available online or in hard copy format.



# Equality and safety

## Equality and Diversity

HIT operates a policy of equality and diversity. We welcome applications from everyone who is eligible. We 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. You also have a responsibility to ensure that you do not discriminate against others and treat everyone equally, with dignity and respect.

Your HIT Trainer will discuss this with you at review visits to ensure you understand and apply the law when working.

## Health and Safety

As a HIT learner you are entitled to:

- ▶ A safe, healthy and supportive environment, wherever learning takes place.
- ▶ An induction to health and safety when starting your learning or training and at each new location or placement.
- ▶ Full information on the provider's (and, where appropriate, the work placement or employer's) health and safety policy, responsibilities and procedures.
- ▶ Information on supervision arrangements.
- ▶ Information on any risks associated with the learning programme.
- ▶ Advice on, and available free access to, suitable personal protective equipment or facilities.

- ▶ Information on restrictions which apply to any action or activity on the part of the learner, for example restrictions on the use of certain machinery or vehicles.
- ▶ Training on health and safety issues and appropriate use of equipment.
- ▶ If you have an accident at work that is RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable and investigated by the Health and Safety Executive, HIT may be required to assist in the investigation.
- ▶ You also have a responsibility to work in line with your workplace's health and safety procedures and ensure that you do not put yourself or others at risk of illness or injury.



# Your personal responsibilities

**As a learner with HIT you will have responsibilities to work in line with relevant laws and to ensure you complete your learning programme. You must agree:**

- ▶ To work for the employer to the best of your ability in accordance with the employer's policies and procedures, under the terms of the apprenticeship agreement and the employer's terms and conditions of employment.
- ▶ An individual learning plan with the employer and HIT Training. The individual learning plan will be delivered during contracted working hours and will set out how the requirements of the apprenticeship standard will be met with relevant timescales.
- ▶ At work and off-the-job training to be diligent and punctual and attend planned meetings, keep records, take part in and contribute to the review process/professional discussions.
- ▶ To undertake any assessments and assignments necessary to achieve the apprenticeship standard.
- ▶ To give consent for the filming, taking of digital and photographic evidence and voice recordings for the purpose of assessment evidence, social media or marketing activities.

## Plagiarism

It is important to understand that you cannot copy work from the Internet, a book or from someone else's work; this is plagiarism. Your work will be checked by both your trainer and the Quality team. If you have work that has been copied, it will not be accepted as it does not demonstrate you know the subject. Consequences of plagiarism are that the learner may be removed from the course and unable to register with HIT Training.



# Appeals procedure

**If you are dissatisfied with any aspect of your apprenticeship assessment, you have the right to appeal against the decision. You may appeal because:**

- ▶ You do not feel you had a fair assessment.
- ▶ You think your trainer did not consider all your evidence.
- ▶ You suspect your trainer did not understand you.
- ▶ You disagree with an assessment outcome or test result.
- ▶ You feel you were not adequately prepared for your assessment and the assessment was not appropriately planned for.
- ▶ The administration and execution of any tests were disruptive or the test requirements were not fully explained to you.

Your trainer will attempt to rectify your appeal and if necessary set up a meeting with the HIT manager or the quality assurer. If this meeting cannot resolve your concern, the appeal would be progressed to a senior member of the quality team and they would provide recommendations for resolution. Final appeal can be made to the awarding organisation if you are still not satisfied with HIT's decision. Should this fail to bring your appeal to a satisfactory outcome, we will forward your appeal to the sector verifier at the awarding organisation for their verdict.

## Complaints

At HIT we do everything we can to make sure you receive the best possible service. However, sometimes we don't get things right. When this happens, please let us know and we will ensure that we fully investigate your complaint and do everything we can to put things right.



# Safeguarding and prevent duty

## Employer's responsibilities explained

**Your employer has a responsibility to:** Alert HIT Training Ltd to any concerns regarding you. Concerns may include changes in your behaviour, appearance or attitude, language and terminology, or mental health. This will allow us to investigate what the causes might be. We can then provide specialist support and guidance to ensure your wellbeing and signpost them to the correct support services if required.

## How to report Safeguarding or Prevent concerns involving apprentices:

If you have a concern, would like more information or have any questions, please contact our Safeguarding Team by telephoning 0800 093 5892, asking for the Designated Safeguarding Lead. Every apprentice's safety and wellbeing is paramount to what we do.



# Safeguarding and prevent duty

## What is the Prevent Duty?

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 3 of the Act, to have “**due regard to the need to prevent people from being drawn into terrorism**”.

These statutory bodies include:

- ▶ Education
- ▶ Health
- ▶ Social Care
- ▶ Police.

## What is Extremism?

The government has defined extremism in the Prevent Duty as: “**vocal or active opposition to fundamental British values**”. This also includes calls for the death of members of the British armed forces. Extremism and radicalisation might include violent Islamist groups, the extreme right wing and other causes.

## What is Radicalisation?

The process by which a person comes to support terrorism and extremist ideologies.

“**Radicalisation is a vague and non-specific word which different people may use to mean different things... this nation and our culture are tolerant of religious diversity ...**”

Justice Holman, March 2014

## What are British Values?

British values are defined as “**democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.**” We encourage our learners and staff to respect other people with particular regard to the protected characteristics set out in the Equality Act 2010.

We have a statutory duty to “**prevent people from being drawn into terrorism**” and as such we need your help and support to comply with this duty. By embracing and understanding what British values are we gain deeper respect in how to contribute effectively to work in today’s cultural society. Many of the things we already do at HIT Training are to help Apprentices to be positive and confident members of our workforce. These include:

- ▶ Exploring other cultures and religions and promoting diversity
- ▶ Challenging prejudices and racist comments and behaviours
- ▶ Developing critical thinking skills and a strong, positive self-identity
- ▶ Promoting spiritual, moral, social and cultural development
- ▶ Active promotion of British values.

## What is Safeguarding?

At the heart of the Prevent strategy is safeguarding children and adults to provide early intervention that protects and prevents people away from being drawn into terrorist activity.

Safeguarding and promoting the welfare of children and vulnerable adults is defined as protecting individuals from maltreatment; preventing impairment of individuals’ health or development; ensuring that individuals develop in circumstances consistent with the provision of safe and effective care; and taking action to enable everyone to have the best outcomes. It is important that safeguarding doesn’t just include children under the age of 18; safeguarding is for people who, because of issues such as dementia, learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

## What are the signs of vulnerability?

There is no single way of identifying who is likely to be vulnerable to being drawn into terrorism. Factors that may have a bearing on someone becoming vulnerable may include:

- ▶ Loneliness or isolation leading to negative influence from other people or via the internet
- ▶ Drugs, gangs, violence and crime against them or their involvement in crime e.g. race/hate crime, anti-social behaviour
- ▶ Family tensions and breakdown, poverty, homelessness and lack of self-esteem
- ▶ Personal or political grievances or recent political or religious conversion
- ▶ Sexual exploitation, physical or mental abuse.



# Safeguarding and prevent duty

## What is the role of HIT Training Ltd?

HIT Training has a legal responsibility under the Prevent Duty to make sure that:

- ▶ All staff have undertaken training in the Prevent Duty which is updated every three years as a minimum
- ▶ We are aware when it is appropriate to refer concerns about apprentices or colleagues to the Designated Safeguarding and Prevent Lead.

HIT staff, working with our partner organisations and employers, exemplify British values of “**democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs**” into our practice.

We have a statutory duty to “**prevent people from being drawn into terrorism**” and as such we need your help and support to comply with this duty.

We are committed to help apprentices to develop positive attributes enabling them to embrace and embed the British values from this day forth. These include:

- ▶ Exploring other cultures and religions and promoting diversity
- ▶ Challenging prejudices and racist comments and behaviours
- ▶ Developing critical thinking skills and a strong, positive self-identity
- ▶ Promoting spiritual, moral, social and cultural development
- ▶ Active promotion of British values.

We provide learners with information so they understand how to protect themselves from extremist views contrary to British values, which they may encounter, now or later in their lives, helping to keep themselves safe.

We use a range of methods to protect learners from the risk of radicalisation, such as:

- ▶ Embedding British values into our teaching and learning practice
- ▶ Monitoring online activity
- ▶ Ensuring all staff have received Prevent and Safeguarding training, and vetting visitors who deliver sessions.

All our staff are subject to DBS (Disclosure and Barring Service) checks.

HIT Training has access to a range of support services, both internally and externally, which include: Drug, Alcohol and Health Awareness, Careers and Employability Support, Education and Training Support, Special Educational Needs and Disabilities Services, Life and Social Skills Development, Mentoring and Counselling.

When staff have concerns, they should report them to the Designated Safeguarding and Prevent Lead who investigates the appropriate course of action; this may include making a referral to Channel. We ask that employers do the same.

**If you have any concerns, please contact [safeguarding@hittraining.co.uk](mailto:safeguarding@hittraining.co.uk)**

## What is Channel?

Channel is a programme that provides support to people who are identified as being vulnerable to being drawn into terrorism or extremism. It is a supportive approach and operates in the pre-criminal space. The programme uses a multi-agency approach to protect vulnerable people by:

- ▶ Identifying individuals at risk
- ▶ Assessing the nature and extent of the risk, and developing the most appropriate support plan for the individuals concerned.

## HIT's service promise

At HIT, we are fully committed to providing you with the training, support and guidance that you will need to achieve your qualifications.

All our staff have worked in the industry and gained valuable experience and understanding of what learners and employers need. We really can put you first!

HIT has supported more than 250,000 learners at over 20,000 employer sites across the country. We have a good reputation for learners achieving their qualifications and securing jobs.

All of your details are kept in a secure location by HIT to prevent unauthorised access.

## For more information

You will find more details about the Prevent Duty in our Safeguarding and Prevent policy, available on our website at:

**[www.hittraining.co.uk](http://www.hittraining.co.uk)**

The following sources may also be useful for further information:

- ▶ [HM Government Prevent duty guidance: for England and Wales](#)
- ▶ Extremism takes many forms and some of these may be a greater threat in some areas. Your local council and police will be able to advise you if you have specific concerns or questions.



# Information, advice and guidance

## Part 1 - Personal Wellbeing

Everyone's concerned about their future, but sometimes a little help can make all the difference. Here are some organisations and websites which might be of interest. Don't forget to contact your local council – they may also be able to provide financial and practical help or may know of local organisations which might be able to help you.

### Hospitality Action

Hospitality Action (HA) is our industry's charity dedicated to helping people with practical and financial advice and assistance. So, whether it's drugs, alcohol, illness, accident, debt or something else, Hospitality Action is there to support the industry's workforce when they need it most.

[www.hospitalityaction.org.uk](http://www.hospitalityaction.org.uk) • 0203 004 5500

### Springboard

Springboard provide quality information to help you make an informed decision about your future career in hospitality. This ranges from help with your CV and tips for a successful interview, to getting through your first day in your new job.

[www.springboard.uk.net](http://www.springboard.uk.net) • 020 7921 0420

### citizens advice

Citizens Advice helps people resolve their legal, money and other problems by providing free, independent and confidential advice. They have practical, up-to-date information on a range of topics including benefits, housing, employment rights, discrimination, debt and tax issues. Their website provides very useful information and details of your local office.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



If you think you have trouble with your drinking or your drinking has reached the point where it worries you, talk to Alcoholics Anonymous and their programme of recovery from alcoholism. Determine for yourself whether or not alcohol has truly become a problem for you by checking the AA website.

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) • 0800 9177 650

### Nacro

Nacro is the leading charity in England and Wales dedicated to making society safer by reducing offending. Their practical services give offenders and those at risk of offending the skills, support and motivation they need to change their lives for the better. Each year Nacro helps over 80,000 people through more than 300 projects.

[www.nacro.org.uk](http://www.nacro.org.uk) • 0300 123 1889

### SAMARITANS

This charity provides confidential non-judgemental emotional support 24 hours a day for anyone experiencing feelings of distress or despair, or even suicide. Whatever you're going through, whether it's big or small, don't bottle it up. They're there for you if you're worried, feel upset or confused, or just want to talk to someone.

[www.samaritans.org](http://www.samaritans.org) • 0845 116 123



Shelter is a charity that works to alleviate distress caused by homelessness and bad housing. They do this by giving advice, information and advocacy to people in housing need. They cannot house you, but they can give you confidential help with all kinds of housing problems.

[www.shelter.org.uk](http://www.shelter.org.uk) • 0808 800 4444

### FRANK

24 hours a day, 365 days a year, FRANK is around to give you free information on drugs. Ring FRANK anytime and speak to a friendly adviser who's professionally trained to give you straight up, unbiased information about drugs. It's totally confidential – they won't ask for your name or repeat your conversation to others.

[www.talktofrank.com](http://www.talktofrank.com) • 0300 123 6600

# Information, advice and guidance



NHS Choices provides information about health advice to accessing NHS services and all aspects of healthy living from quitting smoking to diet and mental health. It can help you find a dentist, a GP and even compare hospitals. NHS Direct provides medical advice online with a telephone-based service to help you 24/7.

[www.nhs.uk](http://www.nhs.uk) • **NHS Direct 0845 4647**



ChildLine is the free helpline for children and young people who can talk about any problem – their counsellors are always here to help you sort it out.

[www.childline.org.uk](http://www.childline.org.uk) • **0800 1111**



NSPCC aims to mobilise everyone to take action to end child cruelty, to give children the help, support and environment they need to stay safe from cruelty, to find ways of working with communities to keep children safe from cruelty and to be, and be seen as, somewhere to turn to for children and young people.

[www.nspcc.org.uk](http://www.nspcc.org.uk) • **0808 800 5000**



Find whatever you are looking for on the web. Try Google for support services, learning opportunities, job vacancies, company research and much more.

[www.google.co.uk](http://www.google.co.uk)



Dyslexia Action helps ensure that all people with dyslexia are identified and then educated to allow them to fully develop to become successful.

[www.dyslexiaaction.org.uk](http://www.dyslexiaaction.org.uk) • **01784 222 304**



The BACP is the organisation of registered counsellors in the UK. Their website allows you to search for therapists in your area and view their specialisms.

[www.bacp.co.uk](http://www.bacp.co.uk) • **01455 883300**



Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. We also offer training and help to resolve disputes.

[www.acas.org.uk](http://www.acas.org.uk)



Kidscape is committed to keeping children safe from abuse. Kidscape is the first charity in the UK established specifically to prevent bullying and child sexual abuse. Kidscape believes that protecting children from harm is key.

[www.kidscape.org.uk](http://www.kidscape.org.uk) • **020 7730 3300**



MoneyHelper is the new, easy way to get clear, free, impartial help for all your money and pension choices. Whatever your circumstances or plans, move forward with MoneyHelper.

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

# Information, advice and guidance

## Part 2 - Career Development

Whether you'd like to find out about getting more qualifications, or completing your course, you might like some ideas about what to do next and where to go for information. Your HIT Trainer will be able to tell you about what else we can offer or refer you to someone or an organisation that can.



The Advisory, Conciliation and Arbitration Service aims to improve organisations and working life through better employment relations. Whether you're an employer or an employee you can get free advice from this website or by calling the telephone helpline.

[www.acas.org.uk](http://www.acas.org.uk)



Whether you are an individual looking for an apprenticeship or an employer looking for an apprentice, there is a wide range of information available to help you decide if apprenticeships are the right route for you.

[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk) • 0800 954 88 96



Pearson are the market leader for qualifications in the hospitality sector. Their hotel and catering qualifications are recognised worldwide.

[qualifications.pearson.com](http://qualifications.pearson.com)



The National Careers Service provides information, advice and guidance across England to help you make decisions on learning, training and work. The service offers confidential and impartial advice and is supported by qualified careers advisers.

[nationalcareersservice.direct.gov.uk](http://nationalcareersservice.direct.gov.uk) • 0800 100 900



Hospitality Jobs UK is an online advertising job board, established specifically for hospitality jobs and catering jobs. As a registered candidate with Hospitality Jobs UK you can receive email job alerts, apply for job vacancies, manage, alter and store your CV securely online. You can also make your CV accessible to thousands of recruiters.

[www.hospitalityjobsuk.co.uk](http://www.hospitalityjobsuk.co.uk) • 0844 800 6011

# Information, advice and guidance

## Part 3 - Professional Organisations, Trade Associations, Charities and Public Authorities

Professional organisations and trade bodies can be extremely helpful for information and for meeting fellow professionals. Membership of a professional organisation shows commitment to your career and you can benefit from the many opportunities and facilities open to members, which may include career advice and further training opportunities.



Institute of Hospitality promotes the highest professional standards of management and education in the international hospitality, leisure and tourism industries. It also provides advice, guidance and training for hospitality managers and supervisors and potential managers, as well as membership benefits that include its magazine 'Hospitality'.

[www.instituteofhospitality.org](http://www.instituteofhospitality.org) • 020 8661 4900



British Institute of Innkeeping is the professional body for the licensed retail sector. They have developed a series of qualifications for public house staff at all levels, provide expert advice on the licensed trade and run events for members.

[www.bii.org](http://www.bii.org) • 01276 684449



LACA is the professional body for catering managers and suppliers who provide catering services to all sectors of local authorities in the UK.

[www.laca.co.uk](http://www.laca.co.uk) • 0333 005 0226



GMB is a general union - which means that anyone can belong to it. GMB has almost 631,000 members working in every part of the UK economy. GMB has one job and that is to improve the pay and conditions of GMB members in their workplaces.

[www.gmb.org.uk](http://www.gmb.org.uk) • 020 7391 6700



The British Beer and Pub Association (BBPA) is the leading employers' organisation representing the UK beer and pub sector. Its members, which include brewers, beer importers and companies owning pubs and off-licence outlets, account for 98% of beer brewed in the UK and own more than half of Britain's 58,000 pubs. It has excellent reference materials on its website.

[www.beerandpub.com](http://www.beerandpub.com) • 020 7627 9191



As the national trade association for hotels, restaurants and caterers, the association's primary role is to lobby government across the UK and in Europe, representing the views of the industry. They provide members with updated industry news, a respected journal and a wide range of benefits.

[www.ukhospitality.org.uk](http://www.ukhospitality.org.uk) • 020 7404 7744



Chartered Institute of Environmental Health is a professional, awarding and campaigning body for public health and safety. It provides qualifications, events and support materials for health and safety to develop workplace skills.

[www.cieh.org](http://www.cieh.org) • 020 7827 5800



NACC represents professionals providing catering in the care industry.

[www.thenacc.co.uk](http://www.thenacc.co.uk) • 0870 748 0180



As Europe's leading body for occupational safety and health, IOSH provides free training tools, a risk management toolkit and reports on occupational health and safety.

[www.iosh.co.uk](http://www.iosh.co.uk) • 0116 257 3100



BICSc is an independent professional and educational body within the cleaning industry. Its members include individuals, contract cleaners, local authorities and suppliers.

[www.bics.org.uk](http://www.bics.org.uk) • 01604 678710

# Information, advice and guidance



Promoting housekeeping and accommodation management as a career, the UKHA provides opportunities for members to exchange information and ideas through its forum.

[www.ukha.co.uk](http://www.ukha.co.uk)



The HSE's job is to protect people against risks to health or safety arising out of work activities. It does this through research, information and advice, promoting training, new or revised regulations and codes of practice, inspection, investigation and enforcement. It is also responsible for RIDDOR – Reporting Injuries Diseases and Dangerous Occurrences Regulations – which places a duty on employers, self-employed people and those in control of premises to report work-related deaths, major injuries or over three day injuries, work related diseases and dangerous occurrences (near miss accidents).

[www.hse.gov.uk](http://www.hse.gov.uk)

To report an accident [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)



As the UK's national fire safety organisation, the association provides advice, guidance, recommendations and codes of practice. It produces some particularly relevant resources, such as DVDs for fire safety in care homes and hotels.

[www.thefpa.co.uk](http://www.thefpa.co.uk) • 01608 812500



Promoting equality and justice for lesbians, gay men and bisexuals, Stonewall campaigns and works with a range of agencies and organisations to address the needs of lesbians, gay men and bisexuals in the wider community.

[www.stonewall.org.uk](http://www.stonewall.org.uk) • 020 7593 1850



The foundation promotes the wellbeing of society through the dissemination of knowledge and advice on the relationship between diet, physical activity and health. The site provides healthy eating and nutritional information, as well as recipes.

[www.nutrition.org.uk](http://www.nutrition.org.uk) • 020 7557 7930



Nutrition Society is the largest learned society for nutrition in Europe. It's aimed at professionals in the nutrition professions and produces a range of academic publications. The society is a not for profit, membership organisation. Those with a genuine interest in the science of human or animal nutrition can become a member.

[www.nutritionssociety.org](http://www.nutritionssociety.org)



The Food Standards Agency provides advice and information to the public and the government on food safety, nutrition and diet. It also protects consumers through food enforcement and monitoring.

[www.food.gov.uk](http://www.food.gov.uk) • 020 7276 8829



Promoting understanding and respect for vegetarian lifestyles, the Vegetarian Society is the oldest vegetarian organisation in the world. It also offers courses in vegetarian cookery to professional chefs and the general public.

[www.vegsoc.org](http://www.vegsoc.org) • 0161 925 2000



Just like it says on the box, this is the portal to everything the government does that might interest or affect you. If you want to know something about the government, you'll find it here.

[www.gov.uk](http://www.gov.uk)

# Apprenticeship Discounts and Deals



## TOTUM Apprentice

A TOTUM Apprentice membership gives you access to over 600 discounts, deals and offers on big-name brands both online and in store, giving you big savings on eating out, tech, fashion, travel and more! £14.99 for 12 months.

<https://www.apprenticeextra.co.uk>



## Apprentice Zip Oyster Card 16+



Young people living in a London borough aged 16-17 can apply for a 16+ Zip Oyster photocard to buy child-rate Travelcards and Bus & Tram Passes; and pay as you go at half adult-rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London.

Londoners aged 16 or 17 on 31 August can travel free on buses and trams; and those aged 18 on 31 August who are still in full time education (including an apprenticeship) can also apply for a 16+ Zip Oyster photocard that allows free bus and tram travel.

<https://tfl.gov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard>

## Apprentice Oyster Card 18+



With an Apprentice Oyster photocard you can save 30% off adult-rate Travelcards and Bus & Tram Pass season tickets. To be eligible, you must:

- ▶ Be aged 18+
- ▶ Live in a London borough
- ▶ Be within the first 12 months of your apprenticeship.

<https://tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oyster-photocard>

## Council Tax Discounts for Full-time Students

People on apprenticeship schemes may be eligible for council tax discounts. To benefit from this you will need to show that you do not qualify as an adult for Council Tax. You'll need a declaration from your employer stating that:

- ▶ You will not be paid more than £195 a week
- ▶ The training leads to a qualification accredited by a body recognised by the Office of Qualifications and Examinations Regulation (Ofqual) or the Scottish Vocational Education Council (SVEC).

Contact your local council if you're unsure about whether you can get a discount or who's responsible for paying.

<https://www.gov.uk/council-tax/who-has-to-pay>

## Institute of Hospitality



Any apprentice in the hospitality sector on a HIT Training apprenticeship programme will receive a complimentary 12 month Affiliate Student Membership of the Institute of Hospitality!

The membership provides a valuable opportunity for you to be part of the hospitality industry's only global professional body and as part of your Affiliate Student Membership you will have access to:

- ▶ The online knowledge library with Management Guides, e-Books and e-Journals
- ▶ Webinars and online presentations on a range of compelling industry topics
- ▶ A Hospitality jobs board
- ▶ Networking events
- ▶ An exclusive mentoring scheme
- ▶ Digital copies of Hospitality Quarterly magazine.

<https://www.instituteofhospitality.org/apprentice/>



Great learning and a great future are not the only perks of an apprenticeship. Here's some discounts and deals, to enhance your learning journey and save you money.



**0800 093 5892**

**[hittraining.co.uk](http://hittraining.co.uk)**

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