

Upskilling Businesses. Changing Lives.



APPRENTICESHIP PROSPECTUS

Training the future of hospitality and retail

Welcome to HIT Training, the market-leading specialist apprenticeship and training provider for the UK's hospitality, catering and retail industries. Working in partnership with sector employers, we improve employees' skills, increasing their efficiency and productivity, enabling innovation whilst boosting your bottom line.

With a proven track record, we deliver quality people-led training, enabling frontline staff, managers, leaders and business owners to reach their full potential. Our teams offer personalised support, expert advice, creativity and passion throughout the learning journey.



Targeted training for your needs

Each organisation and every learner is unique – we identify and support your needs. Our tailored approach gives everyone the tools they need to succeed.



Your single, sustainable source for educator development

We're the only partner you need to build a high-performing teaching and training team, from entry-level trainers to qualified lecturers. Our programmes cover every stage of a career in further education.



Your skills, developed by educators

Our team aren't just trainers – they're experienced education professionals who've stood in your trainers' shoes, bringing lived experience and practical insight to help your team deliver with confidence.



Nationwide and at your side

Remote learning alone isn't remotely enough. We bring our expert trainers to you, wherever you are.

HIT's commitment to excellence has been recognised with multiple prestigious awards, including:



Upskill and recruit your future stars

Give employees the skills, knowledge and behaviours needed to excel in their role with an apprenticeship! Not only will you increase your team's efficiency and productivity, but with 65% of apprentices staying in their place of work after completing an apprenticeship, you'll reduce future recruitment costs.

Here's what employers of apprentices say...

98%

...state that their employees are acquiring the knowledge, skills and behaviours needed for their chosen next steps.

92%

...like how well HIT communicates with their organisation, to ensure good links between in-work training and provider training.

96%

...say their apprentices have had a positive impact on the business.

94%

...believe HIT's training is up to date, relevant and meets industry standards.



Working in partnership

Our unique training pathways help you create a team of motivated professionals who have the skills, knowledge and behaviours to be at the top of their game.



Expertise

Each member of the HIT team is an expert in their field, hungry to pass on their knowledge and skills to the industry's future leaders.



Effort

Going the extra mile is the norm at HIT, with our training packages tailored to your unique business needs.



Passion

We are leaders in our field for a reason: we love helping businesses, their employees and industries to succeed.



Experience

We bring personality to our award winning training, making sure learning is engaging as well as functional!

People we work with

We take great pride in partnering with leading hospitality and retail brands, as well as independent businesses across the UK to support their employees' career pathways.



Hospitality Apprenticeships

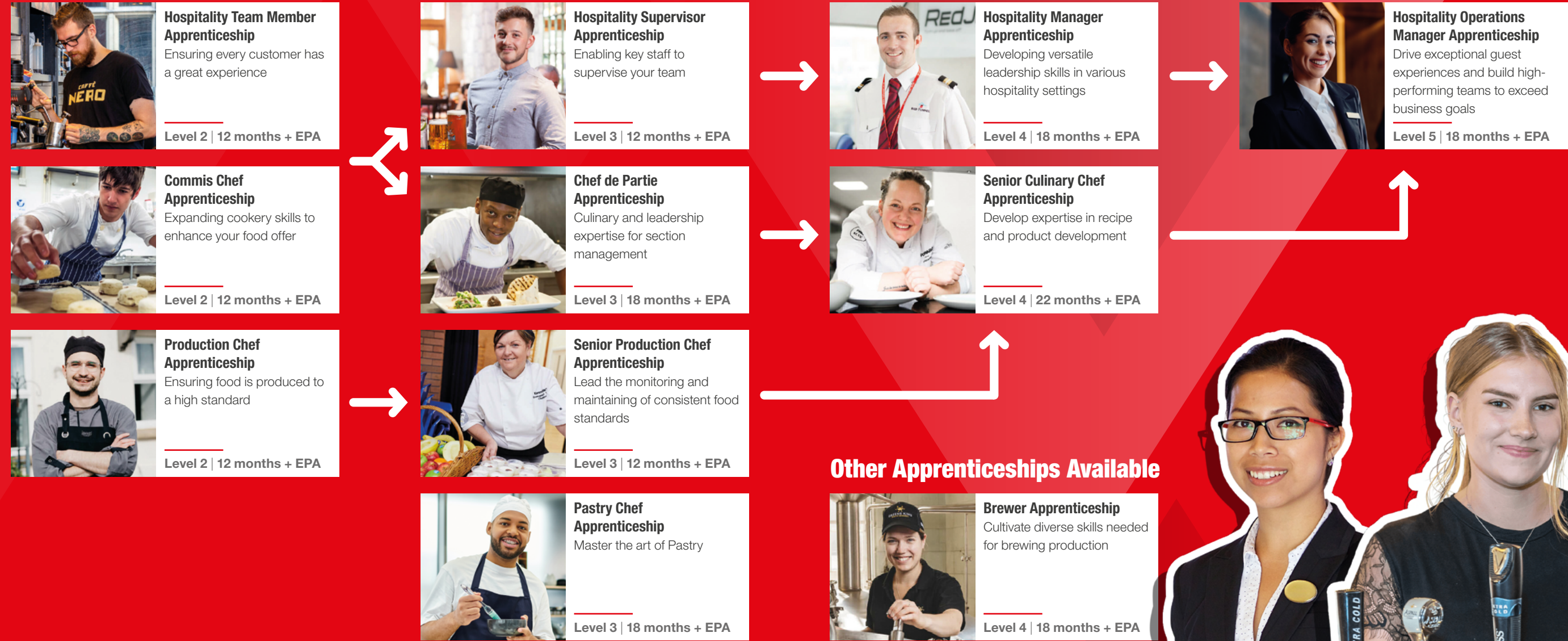
Enhance your customer experience, attract top talent, and foster unwavering employee loyalty with our comprehensive career pathway of hospitality and catering apprenticeships.



“The HIT team is so knowledgeable and enthusiastic about what they are teaching. The online classes and practical workshops are brilliant and the tutors are always there to support you. They have helped me strengthen my weaker points, such as finance, by providing full support to enable me to gain the skills and confidence to pass this part of the course.”

Jodie Plummer
Senior Sous Chef L4 Senior Culinary Chef Apprentice, Compass UK & Ireland

Pathways



Other Apprenticeships Available



Hospitality Academy

Ordinary Service Is Over: Raising Hospitality Standards Now.

Our innovative programmes, developed in collaboration with world-class industry experts, address the immediate challenges facing businesses right now – from service consistency to guest engagement, emotional intelligence, and team performance.

Through dynamic, hands-on workshops and real-world training, we empower individuals to meet today's demands head-on, elevate customer service standards, and create meaningful experiences that drive loyalty, reputation, and long-term success.

Together, we are setting a new benchmark for excellence – one guest, one interaction, one moment at a time.

A standout feature of the Academy is the **“Hearts & Minds”** Learning Suite – a first-of-its-kind collection of immersive modules, embedded within the hospitality apprenticeship programmes. Designed to seamlessly blend practical service skills with leadership development and mindset coaching, creating a uniquely powerful learning experience.




**Scan to find
out more**



★ ★ ★
MASTERCLASS

The Art of Service – Master Specialist Skills to Deliver World- Class Experiences.

This immersive, face-to-face masterclass focuses on refining professional service skills with precision, passion, and professionalism.

ONE DAY



★ ★ ★
MASTERCLASS

Service Experience – Create Guest Journeys They'll Never Forget.

This masterclass shows hospitality professionals how to design memorable guest experiences through storytelling, host-led interactions, and emotional engagement.

ONE DAY



Enriching chef apprenticeships with practical culinary workshops

A culmination of industry experience, culinary craft and skill-centred learning, HIT's Chef Academy provides an extensive range of practical cookery workshops for professional chefs.

The unique blend of online and on-site learning provides the opportunity for chefs to hone their culinary and preparation skills, or learn new ones, in a supportive environment which best suits their needs.

Our Chef Academy masterclasses and culinary showcase workshops allow chefs to develop highly regarded skills needed in this competitive industry to meet the continuing growth of fine dining and hospitality across the country.



Scan to find out more



KITCHEN MASTERCLASS

Bakery and Patisserie

Focus on the foundation and transferable skills required for cakes, pastry, biscuits and desserts.

Level 2, Level 3 | One day



KITCHEN MASTERCLASS

Meat, Fish and Poultry

Practical culinary showcase workshops and masterclasses where chefs can hone and expand their skills.

Level 2, Level 3 | One day



Bakery and Patisserie – Culinary Showcase Workshop

Expand your preparation, baking and presentation skills.

Level 2, Level 4 | One day



Bakery and Viennoiserie – Culinary Showcase Workshop

Master baking skills and refine your technique.

Level 3, Level 4 | One day



Game and Offal – Culinary Showcase Workshop

Learn techniques to showcase these versatile ingredients.

Level 2, Level 4 | One day



Plant Forward – Culinary Showcase Workshop

Delicious, nutritious and versatile vegetables and vegetable proteins offer huge potential for creating tasty and exciting meat-free savoury dishes.

Level 4 | One day



Vegan and Vegetarian – Bespoke Workshop

Improve your skills in meat-free dish development.

Level 2, Level 3, Level 4 | One day



Bread and Dough – Culinary Showcase Workshop

Gain practical knowledge of multiple dough specialities.

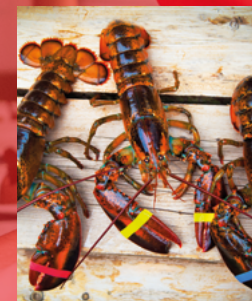
Level 2, Level 4 | One day



Nose to Tail – Culinary Showcase Workshop

Learn sustainable skills with this butchery masterclass.

Level 3, Level 4 | One day



Shellfish and Fish – Culinary Showcase Workshop

Confidently work with seafood using best practices.

Level 2, Level 3, Level 4 | One day



Leadership and Communication – Interactive Online Workshop

Develop leadership techniques to strengthen your team.

Level 2, Level 3, Level 4 | One day



Foraging and Fermentation – Culinary Showcase Workshop

Enhance your recipe bank with sustainable practices.

Level 4 | One day



Patisserie and Desserts – Culinary Showcase Workshop

Develop skills to master this imaginative discipline.

Level 3, Level 4 | One day



Brand Standards – Bespoke Workshop

Explore the value in promoting a brand.

Level 2, Level 3, Level 4 | One day



Menu Planning and Development – Interactive Online Workshop

Develop balanced dishes with budget in mind.

Level 2, Level 3, Level 4 | One day

Elevating brewer apprenticeships through hands-on workshops

Blending years of industry expertise, the artistry of brewing and a focus on skill-centric learning, HIT's brewer workshops present an exclusive platform for brewers to refine their craft and acquire new techniques, methods and efficiency models in a nurturing environment tailored to cater to individual needs.

The unique on-site workshops allow brewers to develop highly regarded skills needed in this competitive industry to meet the continuing growth of brewing across the country.

Each of the 12 workshops on the Level 4 brewing programme take place at the International Centre for Brewing Science at the University of Nottingham where industry experts bring the theory and practice of brewing to life with a series of lectures, practical sessions and tutorials.



Scan to find out more



Industry Knowledge
In this workshop, apprentices are introduced to the brewing process step by step.

Level 4 | One day



Raw Material Handling
Apprentices learn in this workshop about the key raw materials used in brewing.

Level 4 | One day



Recipe Design
In this workshop, apprentices are introduced to classic beer styles and recipes.

Level 4 | One day



Brewhouse Operations
Apprentices access 'state of the art' brewing facilities to demonstrate how a brewhouse works.

Level 4 | One day



Yeast and Fermentation
In this workshop, apprentices are introduced to yeast as an organism and learn about the relationship between wort composition and beer flavour.

Level 4 | One day



Yeast Handling and Microbiology
Apprentice in this workshop are introduced to yeast propagation and the yeast cycle.

Level 4 | One day



Maturation
Apprentices explore in this workshop contrasting classical lagering Vs modern rapid conditioning techniques.

Level 4 | One day



Filtration, CIP and Engineering
Apprentices are introduced to key techniques used to filter beer including cartridge, powder filtration and cross flow systems

Level 4 | One day



Large Pack and Dispense
Apprentices are introduced to preparation of beer for packaging.

Level 4 | One day



Small Pack
In this workshop, 'state of the art' facilities are used to demonstrate key pieces of equipment used in canning and bottling.

Level 4 | One day



Quality Assurance and Control
Apprentices explore in this workshop the difference between quality assurance and quality control.

Level 4 | One day



Operational Management
This workshop covers the whole brewing process with an emphasis on cross industry knowledge.

Level 4 | One day

Retail Apprenticeships

Level up your business with our impactful apprenticeships. Enhance recruitment outcomes, retain top talent and elevate customer service excellence to new heights.



Attract

Invest in training to attract talented individuals who are eager to join your team and pursue their career aspirations.



Upskill

Upskill your staff for efficient, multi-functional team members who deliver exceptional customer experiences, require less supervision, and free up managerial time.



Retain

Apprenticeships empower staff to master skills, fostering loyalty and career growth. Gain skilled staff and future-ready managers.



“My apprenticeship has given me the opportunity to not only improve myself but also impact the careers of those I work with by hopefully inspiring colleagues to work to the highest standard possible.”

Matthew Lacey

Lead at Nike L2 Retailer Apprentice
Nike

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Retail Apprenticeship Pathway



Retailer Apprenticeship

Foundation skills for various retail positions

Level 2
12 months + EPA



Team Leader – Retail Apprenticeship

Gain skills to guide retail sales and service

Level 3
12 months + EPA



Retail Manager Apprenticeship

Cultivate business management and retail leadership skills

Level 4
15 months + EPA

“My apprenticeship opened up the vital areas of being a retail supervisor. I now have the skills and confidence to positively lead a team, manage people, resolve conflict, communicate, provide quality customer service and use maths. The regular visits and teaching materials from my HIT Vocational Trainer were pressure-free and I felt encouraged throughout.”

Alex Bainbridge

Retail Supervisor L3 Hospitality Supervisor Apprentice
Aramark

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Business Services Apprenticeships

Investing in apprenticeships for your support teams is a strategic move that pays dividends throughout your entire organisation.

By offering apprenticeships to your internal support team members, you're not just enhancing their capabilities to deliver exceptional service, you're creating a more knowledgeable and efficient support structure. As apprentices develop specialised skills, the entire organisation benefits from heightened problem-solving, increased productivity, and a more agile and responsive support network.

It's an investment that not only enriches individual careers but also fortifies the foundation of your business.



Customer Service Practitioner Apprenticeship
Foundation skills for providing quality customer service

Level 2 | 12 months + EPA



Customer Service Specialist Apprenticeship
Develop a professional knowledge of your business and support its customers

Level 3 | 15 months + EPA



Sales Executive Apprenticeship
How to improve, lead and manage sales within a business

Level 4 | 18 months + EPA



Cleaning Hygiene Operative Apprenticeship
Equip individuals with the skills for a career in the cleaning industry

Level 2 | 12 months + EPA



Business Administrator Apprenticeship
Gain practical business expertise for any industry

Level 3 | 15 months + EPA

Continuous Professional Development

Our outstanding courses and workshops have been specifically tailored to your needs as a hospitality employer.

Each course has been carefully crafted to nurture and develop the skills of your whole team, as well as complement our apprenticeship programmes. Learners develop skills to mentor their fellow apprentices and colleagues, giving rise to a thriving and positive working environment.




Level 1 Awareness of First Aid for Mental Health
Learn to identify suspected mental health conditions

5 hours




Level 2 First Aid for Mental Health
Learners will be introduced to the First Aid for Mental Health Action Plan

10 hours



Level 3 Supervising First Aid for Mental Health
Aimed at supporting those currently working in supervisory, managerial and leadership roles

15 hours



Level 2 Award for Personal Licence Holders (QCF)
Gain knowledge to operate in the licenced sector

One day

Looking for Bespoke?

If you find a gap in your team's skillset, we have the resources to fill it. Our industry experts are leaders in their field and can provide custom training for your team.

Our Apprenticeship Delivery Model

Before an apprenticeship programme commences, a potential apprentice will either be nominated internally by the employer or will be recruited into your business as an apprentice.



Application

Our team will check whether the potential apprentice is eligible for the apprenticeship. We'll also check what additional financial support is available to your business in the form of grants and incentives to help towards the cost of their training.



Initial Assessment

We need to know what level of maths, English and possibly IT skills your potential apprentice possesses, so we'll run a quick diagnostic to ensure we start them at the correct level, offering sufficient support if needed.



Induction

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



Know it, Show it, Live it

Our blended delivery approach means we can adapt training to suit the needs of each learner through both face-to-face and online training, enabling them to retain new knowledge and skills whilst applying what they learn.



Gateway

At the apprenticeship gateway meeting we will assess your apprentice's readiness for the final end-point assessment. It ensures they have met all necessary standards and requirements before progressing to their final assessment.



End-Point Assessment

Your apprentice will be assessed against the apprenticeship standard using various assessment methods. The assessment considers your apprentice's overall performance in their job and will be completed by an independent end-point assessment organisation.

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Wales – Cambrian Training Company

Cambrian Training Company is proud to partner with HIT Training to provide hospitality apprenticeships for your Welsh business operations.

Cambrian Training Company is the market leading work-based hospitality apprenticeship provider in Wales. Cambrian provide a wide range of apprenticeships to support your staff to excel in their roles and help build your business.

The Welsh Government funds most of the apprentice's training costs, with support from the European Social Fund:

- ▶ Level 2 Hospitality Services – including pathways: Kitchen Services, Beverage Service, Food & Beverage Service, Housekeeping
- ▶ Level 2 Food Production & Cookery
- ▶ Level 2 Professional Cookery
- ▶ Level 3 Professional Cookery
- ▶ Level 2 Cleaning and Support Services
- ▶ Level 3 Cleaning Supervision Skills
- ▶ Level 2 Licensed Hospitality Services
- ▶ Level 3 Hospitality Supervision & Leadership
- ▶ Level 4 Hospitality Management

To find out more, visit the Cambrian Training website – www.cambriantraining.com



Scotland – MGT Training

HIT Training have partnered with MGT Training, Scotland's premier hospitality training provider.

MGT Training is a single source of training and education for Scotland's hospitality industry offering a range of hospitality training solutions to help your staff develop and your business grow.

Many of these training options are eligible for funding by Skills Development Scotland through their modern apprenticeships:

- ▶ Level 8 Hospitality Management Skills
- ▶ Level 7 Management
- ▶ Level 7 Hospitality Supervision & Leadership
- ▶ Level 6 Professional Cookery
- ▶ Level 5 Professional Cookery
- ▶ Level 5 Hospitality Services

To find out more, visit the MGT Training website – www.mgttraining.com



Why work with HIT

Championing Social Mobility Through Apprenticeships

Our apprenticeships are a win-win for all involved, breaking down social barriers and empowering individuals to reach their full potential, regardless of their starting point in life.

Through apprenticeships, individuals have the chance not only to learn but to earn while they learn, reducing financial barriers that often hinder access to education.

Moreover, our apprenticeships provide hands-on experience, equipping learners with practical skills that are immediately applicable and highly valued by employers.

Our endorsements...



HIT Training is proud to work in collaboration with these organisations...





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