

FAQs

What is an Apprenticeship?

Apprenticeships are a way in which you can receive on the job training whilst working towards a nationally recognised qualification. As employees, apprentices earn a wage and work alongside experienced staff to gain job specific skills and most importantly actual on the job experience.

Who can apply?

Apprenticeships are open to anyone who is eligible to work in the UK and is aged 16 or over whether you are just leaving school, looking to get back into a learning and development environment or are seeking to start a new career in the travel industry.

Is it right for me?

Before applying you should be sure that you want and are able to carry out the job. We pride ourselves on providing exceptional customer service therefore we are looking for people who demonstrate such skills and would be passionate about working in a customer focused environment. Whilst it is an apprenticeship, you will be employed by Hays Travel and working for the company as well as taking on the apprenticeship. We are fully committed to our Apprentices and expect the same level of commitment back. Competition for places can be fierce with an average of 1000 applications per year for only a small amount of roles.

What are the benefits?

Continue your education by receiving exceptional training from experienced members of staff whilst gaining both job specific and transferable skills whilst earning a salary.

What type of Apprenticeships/NVQ programmes does Hays Travel offer?

Hays Travel offers NVQs in Travel Services, Business Administration, Customer Services, Team Leading and Management.

What is the qualification I will be working towards?

A National Vocational Qualification (NVQ) at either level 2 or level 3 – this is the main part of the framework that is worked towards however it does also include, functional skills qualifications e.g. Maths and English, a technical certificate which is knowledge based, ERR (employment rights and responsibilities) and PLTS (personal learning and thinking skills).

How long does the Apprenticeship last?

There are two types of apprenticeships which both last 2 years;

The Retail Apprenticeship programme is made up of an NVQ level 2 and 3 in Travel and Tourism.

Head Office Apprenticeships are made up of an NVQ level 2 in Business Administration and an NVQ level 2 in Customer Services which both take one year each.

What support does an Apprentice get in the workplace?

As an employer, Hays Travel will make sure you have the full support you need to ensure your success with the company. It is our job to ensure that your training helps you with the skills needed to be able to carry out your job and to enable you to reach your full potential. Learners will have dedicated assessors to support them through their NVQs as well as a mentor within their team, often a previous Apprentice, who is there for support and guidance.

How will the work be assessed?

There are a variety of ways in which your assessor will ensure you are competent in your job role. Primarily you will be observed whilst in your role, and your assessor will also assess you by having discussions, provide written statements, ask your manager/mentor about you and your progress. These assessment visits will take place approximately 6-8 weeks however they are always on call to support their learners should they need them between visits. You will also be required to attend regular training days at one of our main training venues.

How much time per week should my manager give me to work on my qualifications?

There is no hard and fast rule for this and in many instances, no time at work is needed as much of what you require is based on your competency at doing your job. There are times when you may need to complete some paper assignments or you may have revision and training days or tests to sit. When this is the case your assessor will discuss with you and your Manager to ensure the time fits in with your job role and the business needs.

Will I get a certificate?

You will receive a certificate for each element that you complete and an overarching certificate when you have completed all parts of the framework.

When would I start?

Our apprenticeship scheme usually begins at the end of July and beginning of August.

Will I get paid?

As an employer Hays Travel will pay you an annual salary while you are learning and you will start earning from day one of your Apprenticeship and be paid on the last Friday of every month.

Will I have a full time job at the end of the Apprenticeship?

Yes - As an apprentice you will be on a permanent contract, subject to a 6 month probationary review, and will be trained in the skills required for your job role. When you have finished you carry on working. Hays Travel has always supported apprenticeships and invests heavily in training and development.

Will there be opportunities for career progression?

As a Company we are constantly expanding and there are regularly internal opportunities around different areas of the business. Hays Travel is a hardworking Company who enjoy working with people, with a relaxed, friendly culture we work hard and play hard and thrive on offering individuals the opportunity to train and progress within the Company; and rest assured, individuals will always be rewarded for hard work. High percentages of our staff started their career as an apprentice and have gone on to develop and progress within their chosen career.

What do I write in my application form?

Your application form is the first step in applying for the Apprentice programme and is the first impression the recruiting employer will get from you. It is important to try and make your application stand out, as we have in the last two years, received over 1000 applications. Our Recruitment team has put together a handy hints and tips guide which will assist you in starting your application form and can be found on our website. We recommend candidates to have a good read through prior to completing the application as it could make a huge difference!

How do I know that you have received my application?

If you are applying using the online application form, a small message will appear as soon as you hit the submit button to advise that it has been received. Should you apply using a paper based application, you will receive an email to advise when it has been received (please make sure that your email address is correct and also easy to read with any punctuation such as _ or - clearly defined).

If you are unsure as to whether your application has been received, if you wait a couple of days (as if it is received it needs to be processed) then email apprentice@hays-travel.co.uk and ask a member of the recruitment team who can check the database for your application.

I have completed my application form, what happens next?

The application process can take up to 5 months, especially if you do apply in December when the vacancy first opens. The vacancy stays open until the end of March and you should hear the outcome of your application in April.

What is involved in the selection process?

All applications are shortlisted using strict selection criteria; those who are put forward for an interview will have to go through several assessments including role plays, interviews and tests to establish if the candidate is right for the role and demonstrates the customer service skills we require.

Do I get to choose where I work?

The application form includes a tick list of all of our Hays Travel and Bath Travel branches, we do ask that the branches you select are realistically those that you can travel too as due to the number of applicants, if you are successful – you may not get your first choice of branch, so check bus and train routes and have a solid understanding of the location before saying that you could work in that branch (as you have to be sitting at your desk no later than 09.00am every morning!)