



FIFE TOURISM SKILLS TOOLKIT

A guide for businesses in Fife looking to fill employment gaps, upskill existing staff, and attract new people to join the industry.



Introduction

It has been a difficult time for the tourism and hospitality sector, and attracting the right people to fill vacancies is not easy. A skills group has been formed in Fife to address this, with partners including Fife Council, Skills Development Scotland, Developing the Young Workforce, Fife College, Springboard, and local business representatives. This toolkit has been developed to help businesses to find the right candidates to fill vacancies, upskill existing staff, and help inspire the next generation to choose tourism and/or hospitality as a career. We hope you find it useful to signpost to the information and support you need.

Hilary Roberts

**Tourism Partnerships Manager, Fife Council
on behalf of the Fife Skills Group**

Apprenticeships

Apprenticeships are a great way of introducing young people to your sector. There are different kinds of apprenticeship:

Foundation Apprenticeship

A Foundation Apprenticeship can be undertaken by senior phase pupils as part of their subject choices. They attend school as usual, but for the equivalent of one day a week they will go to College, or go on a work placement within a business. This gives pupils an opportunity to develop their skills, experience and knowledge in a live business environment, at the same time as gaining an industry-recognised qualification at the same SCQF level as a Scottish Higher. Fife College, in partnership with Fife Council, offers the full range of Foundation Apprenticeship frameworks, including Hospitality at level 4/5 which covers working in a professional kitchen, working front of house, working in the hospitality industry and working in events. Offering an FA placement can lead to the young person staying with the business after school, either as a modern apprentice or an employee. If you are interested in offering a placement contact the School College Partnership Team - scp@fife.ac.uk

Modern Apprenticeship

With a Modern Apprenticeship, you pay the apprentice's wages just like any other employee, and SDS contributes towards the costs of training. Typically your apprentice will work with you 4 days a week and attend college or another training provider on the 5th day, or some apprentices work full time with a tutor from the learning provider visiting regularly to ensure they are completing all the mandatory aspects of their apprenticeship. e.g Hospitality level 5 covers a number of roles in the sector including food and beverage services, professional cookery, food production and front of house & reception. It takes between 12-24 months to complete. Larger companies can work with SDS to develop their own bespoke MA courses, tailored to suit their needs. For more information visit www.apprenticeships.scot.



Education Opportunities



Work Placements

Schools across Fife, and Fife College are always looking for work placement opportunities for their pupils and students. There is flexibility in this and something to suit every business, from a single week a year, to one day a week over a number of months. This inspires young people as to the career choices available to them and builds up valuable connections between businesses and a potential employee of the future. For more details contact Amanda Liddell, DYW Business Engagement Executive, amandaliddell@fifechamber.co.uk.

Career Ready

Career Ready is a mentoring programme for young people. Over an 18 month period covering S5 and S6, representatives from business are asked to mentor a local young person. The young person meets with their mentor regularly to discuss their future career plans and the development needed to get there. In addition the young person undertakes a 4 week paid work placement, with the costs met by the employer. An effective placement could convince the young person to aim for a career in that sector. For more details visit www.careerready.org.uk, or contact Mhairi Prendergast (Career Ready Manager for Fife) – mhairi.prendergast@careerready.org.uk.



Fife College runs an extensive programme of culinary arts & hospitality, tourism and events courses. This is an ideal opportunity to upskill existing staff, work with the College to offer work experience to students during their course, or offer jobs to students at the end of their course. The College is very keen to work with employers to tailor courses and the curriculum to ensure that what is being taught meets the needs of local businesses, so please get in touch. For more details visit www.fife.ac.uk.

Employability Hub

Fife College has Student Employability Hub on each campus, with a dedicated team of Employability Advisers who support students within each faculty to enhance their employability. There is an Employability Champions initiative open to local employers who are prepared to offer creative opportunities to students, such as mentoring, industry talks and volunteering. If you are interested in finding out more, please contact fionamorrison@fife.ac.uk who would be delighted to hear from you.



Skill Up Certificate

Fife College is launching a new level 4 course - Skill Up for Hospitality, Tourism and Events. The course is a project-based approach to learning where learners will study four projects throughout the year under the themes of employability, business plan, travel & tourism and food & drink. The course aims to develop practical skills and creative thinking, working with industry partners including local hospitality and food & drink operators. The course will focus on hosting a Fife College Food & Drink Fayre. If you are interested in being an industry partner for the course, and help with curriculum inserts, industry insights and/or work experience, the College would love to hear from you. Contact Barry Scott - barryscott@fife.ac.uk



DYW

FIFE

Developing the
Young Workforce

**Young
Person's
Guarantee**

Developing the Young Workforce (DYW)

Developing the Young Workforce Fife brings together business and education to engage and inspire the young workforce of Fife through facilitating partnerships to better prepare young people for their future career. There are lots of ways businesses can get involved with education. Here are a few ideas:

- Work site visits
- Business / Enterprise Challenges
- Motivational talks
- Careers Fairs
- Career insight films

To chat about how you can get involved with DYW Fife, contact Amanda Liddell, DYW Fife's Business Engagement Executive – amandaliddell@fifechamber.co.uk.

Case study 1 - [Visit Dundee 2030 Competition](#)

Case Study 2 - [In The Footsteps of Kings](#)

www.dyw.scot

Young Person's Guarantee (YPG)

The Young Person's Guarantee (YPG) is a commitment to give every 16-24 year old in Scotland the opportunity of a job, apprenticeship, training, or volunteering placement. Employers can sign up to the Young Person's Guarantee, showing their commitment to develop careers for young people through 5 'asks' :

- Preparing young people for the work
- Creating opportunities for young people who face the greatest barriers to work
- Investing in a skilled workforce
- Creating jobs and apprenticeships for young people
- Creating an inclusive workplace

Joining the Guarantee can help build a skilled workforce for now and in the future, help with recruitment, retention and succession planning, raise awareness of your industry and gain new ideas and insights from young people. To discuss the YPG further and pledge your support please contact Amanda Liddell – amandaliddell@fifechamber.co.uk.

www.youngpersonsguarantee.scot

Our Skillsforce

Our Skillsforce is a useful portal developed by Skills Development Scotland to give businesses the tools they need to develop their own workforce. This includes a skills management tool, tips on how to invest in young people, and how to develop your own workforce. There is also an SDS Employer Helpline where the contact team can offer advice and guidance on apprenticeships, recruitment, business funding and development – 0800 783 6000.

www.ourskillsforce.co.uk

Skills for Growth

Skills Development Scotland advisers work with businesses to identify any learning needs within the workforce and provide a fresh perspective on what skills your organisation needs for the future. They help make the best use of your management skills, assess the skills of your staff and work with training providers to fill the gaps. [Skills for Growth](#)



Springboard

Springboard works nationally, focussing on three key areas in the hospitality, leisure and tourism industry:

- Employability training programmes
- Education programmes
- Careers resources and advice

Springboard 2022 is working on an industry solution to tackling the sector's long-term staffing crisis, by ensuring there is a skilled and engaged talent pipeline ready for when industry needs it. The goal is to have 10,000 young people trained and ready for work in 2022. Becoming a Springboard business partner gives access to a range of services including tailored solutions to your HR priorities and access to a talent pool of trained and motivated staff. Or you can become an Ambassador and help represent the industry, inspiring the work force of the future. For more details visit

www.springboard.uk.net.

Opportunities Fife – Fife Employer Offer

The Employer Engagement team work with employers in order to develop customised packages to suit their business needs that will help in the recruitment and training of individuals. The offer is open to all sectors and can support vacancies of any number, whether full or part-time. What employers can expect:

- Reduced costs in recruitment and training
- One point of contact
- A pool of applicants who are motivated and committed
- Access to funding packages that meet their recruitment and training needs
- A guaranteed bespoke service tailored entirely around employer requirements
- Suitable individuals, from a large pool, with the work ethic and relevant experience required
- Consistent and professional contact with minimum bureaucracy.
- Signposting to most appropriate support agency to avoid duplication
- Support for aftercare to increase retention rates

For more information, and to find out what might be available to you, please send an initial enquiry to info@opportunitiesfife.org.
www.opportunitiesfife.org

Fife Tourism Partnership

The Fife Tourism Partnership is happy to organise workshops and webinars for tourism businesses on any topics affecting the industry. The FTP website also includes a news section showing details of any new support for industry, and an events section showing forthcoming business events for the sector. News and opportunities are posted on FTP social media. To discuss how you can get involved contact Hilary Roberts, Tourism Partnerships Manager - hilary.roberts@fife.gov.uk.
www.fifetourismpartnership.org

VisitScotland

www.visitscotland.org contains lots of useful information to support your business including details of any current support opportunities, funding opportunities and upskilling tools on topics such as digital skills. This includes details of the £25 million recovery programme developed by STERG to provide the foundation and first phase support for a sustainable recovery of the tourism industry in the medium to long term.



Other Opportunities

HIT Scotland Scholarships

HIT Scotland empowers development through its scholarship programme which is open to anyone working in or studying towards a career in the Scottish Hospitality industry. Scholarships are available in three different categories – business empowerment, operational empowerment and inspirational empowerment. This is an ideal way to upskill existing staff with a view to promoting them to more senior positions. Visit [HIT Scotland – Scholarships](#) for more details.

Careerscope Vacancies Site

During 2021, the Scottish Government along with industry partners, ran a recruitment campaign for Scottish Tourism #DoWhatYouLove. All tourism businesses were asked to link vacancies on the Careerscope jobs portal. This portal is still open for businesses to post vacancies, with a higher profile since this campaign [Employer Sign-up](#)

Hoteliers Charter

The Hotelier's Charter raises the profile of the hospitality industry, advocating working in hotels as a great career choice. Becoming a Charter Hotelier, you are demonstrating a commitment to promoting a culture of respect, fairness, equality, diversity and opportunity throughout the industry. Members take care of their employees and offer a good work/life balance, fair pay and training, coaching and mentoring to develop team members, positioning hotel roles as careers, not just jobs. [Hoteliers Charter](#)

Fair Work

Fair Work aims to balance the rights and responsibilities of employers and workers and generates mutual benefits for individuals and organisations. The Fair Work Employer Support Tool has been developed to help employers understand the dimensions of Fair Work (effective voice; opportunity; security; fulfilment and respect). www.fairworktool.scot