



About the Programme:

Q: What is different about this pilot programme?

We are expanding our popular barista skills training programme to support candidates into further roles across the wider coffee industry. In addition to the highly valued Specialty Coffee Association barista skills qualification, trainees will receive more support around work readiness, career exploration, and ideally a placement with a Well Grounded employer partner. Logistically, we will be using a blended in-person and virtual delivery model to follow health & safety guidelines.

Q: What is provided on the programme? Are there any costs to be aware of?

The training is free for candidates who are successful onto programme. We also provide all trainees with a free lunch, and travel to and from training (in the form of loaned oyster cards if they choose to use public transport). We can also now provide gloves and masks for all trainees when they enter the training academy.

Q: How long does this new programme run for? How many people can you take on?

The total time commitment consists of 7 in-person training days across 2 weeks plus weekly virtual training and career prep for 5 weeks.

The in-person training days are part-time (either a 3-hour morning or afternoon session) and each cohort can have up to 4 trainees maximum to maintain social distancing. After the 7-day in-person coffee skills training, trainees will transition into virtual career pathways into coffee in preparation for work or further training and education. At the end of the programme, we will continue to provide well being and job search after-care support for all successful graduates.

Q: What will they learn on this programme? What are the intended outcomes?

All trainees who successfully complete the programme will receive:

- Internationally recognised Specialty Coffee Association (SCA) Foundation Barista Skills qualification
- Improved soft skills, a new coffee-focused CV
- Understanding of different career pathways in coffee
- Opportunity to be placed with an employer in the coffee industry in an entry role
- Opportunity to access additional accreditations (through online provider)
- Opportunity to go into further SCA qualifications for continued coffee development
- Support with their job search in the coffee and hospitality industry



Eligibility:

Q: What are your eligibility requirements? (Candidates must meet ALL requirements)

- Be within the defined age-range of 18-24 (for this young person's programme)
- Reside within London and willing to commute to our academy at Kings Cross
- Have the Right to Work in the UK
- Currently actively looking for work
- NOT currently in employment (excluding zero-hour contracts & furloughed)
- NOT in any other formal education or training
- Good English comprehension and Math skills

Q: Who would be well suited for this programme?

Based on past programmes, the candidates who are particularly well suited for this training are those who already have some kind of formal or informal customer service experience, work well within a team, and have good communication and timekeeping skills. A career in coffee is great for anyone who wants to gain a skill for life that also allows them work flexibility. A passion for coffee is a plus, not a requirement.

Q: How good does someone's English need to be?

Candidates must have good written skills, due to a considerable amount of theory covered in a short amount of time, and strong conversational skills in order to follow the trainers instructions, partake in team activities, and be able to transition quickly into a position (if available) upon completion of the course.

Q: How good does someone's Math skills need to be?

They must be comfortable with basic addition and subtraction, for use of a till in the coffee shop environment, as well as a basic understanding of ratios, which is a requirement for the theory examination.

Q: What if someone has a learning disability/difficulty or other vulnerable status (refugee, mental health, homelessness)?

We welcome people from all diverse backgrounds, so long as the candidate meets our eligibility criteria and is in a position where they are suitably work ready. We encourage you to fill out a referral form for them, as we do consider all applications on a case by case basis.

Q: What if someone has a criminal conviction, will you consider them?

We consider candidates on a case-by-case basis, and will accept applications. We may then discuss the candidates convictions with them, to ensure that our safe-space policy is not at risk. The exceptions, however, are any candidates with any convictions that would bar them from working with children or vulnerable adults. This is, again, in line with our safe-space policy. As an organisation that supports vulnerable adults, and holds training in a youth centre, the safety of our staff and trainees is our utmost priority.



Referral Process:

Q: How do I refer to you?

Contact us via email or telephone, and we will provide you with a referral form to complete. We ask that you provide as much information as you can, to help us prepare to best support the candidate for success. We encourage you to fill in the referral form rather than have the candidate apply directly, so we can work together to best support them if they are successful onto programme.

Q: When are you running the next programme, and how long will it last?

A: Our next programme will begin on 23rd of September and run through November, the exact dates will depend on which cohort the candidate makes it onto.

Q: When is the deadline for referrals? How will I know if my candidate is successful?

The recruitment period will close on Thursday, 10th September. We will email you if your candidate has been successful onto programme.

Q: What is my ongoing responsibility as a referring partner?

A: We ask that you keep an open line of communication with us, should we require any assistance or information to support the candidate as best as possible. This is particularly important for candidates with additional needs outside of our own capabilities. We also ask that you maintain any after-care support you would usually be providing to the candidate, to ensure that they are appropriately supported throughout the transition to us, and beyond.

Q: What can I expect from you in how you support my candidate?

A: We will be in regular communication with you about the progress of your candidate. We provide individualised support for all of our trainees with their learning needs, and employment and progression opportunities. We also have a regular and long-standing after-care programme, for graduates to receive additional training, wellbeing guidance, and employment support.

Additional Questions:

Q: What is Well Grounded doing to ensure everyone's safety during training?

A: Well Grounded has done a thorough risk assessment of our academies and implemented many new preventative health and safety measures. We will be running smaller training groups, limiting capacity in the training space to only those on programme and essential staff, and will enforce a 2m social distance and mask usage at all times. PPE such as masks, gloves, and antibacterial gel will be provided on programme, and the space will undergo a deep professional cleaning at the end of each day. If you wish to find out even more about our health and safety policies, please reach out to us.

Q: What if I have other questions not listed here?

A: We encourage you to speak with a member of the team for any questions that aren't addressed here. You can reach us at info@wellgroundedjobs.co.uk or our main line 020 8017 7732. As we are still working remotely and aren't always in the office for calls, we encourage you to try email first and we can arrange a call as needed.



Q. What jobs are available in coffee and hospitality at the moment?

A: As a specialist training provider, we are still being contacted for talent to fill roles that are arising, or are resurfacing as the industry begins to reopen its doors. Our baristas are still successfully being hired on a weekly basis, and new roles in the industry are becoming available each day.