



# Modern Apprenticeship

## Cook

Hotel Services  
The State Hospital, Carstairs

Closing date: 11.59pm on 31 March 2026



## About The Modern Apprenticeship Programme

### What is a Modern Apprenticeship?

Modern apprenticeships provide an opportunity to learn whilst you work and to gain the skills and qualifications you need for the job and to support your future career.

As a modern apprentice you will be in paid employment and will work towards a recognised vocational qualification.

### Who can apply for a Modern Apprenticeship?

The current vacancy for the apprentice Cook is open to anyone aged between 16 and 24 years (or 16 to 29 years for candidates with a disability or who are care experienced\*) in line with NHS State Hospital Recruitment Strategy and in support of our workforce demographics and projections.

\*The term "care experienced" refers to anyone who has been, or is currently in care. This includes kinship care where you are living/lived with a relative who is not your parent, or looked after with the help of social work, or living/lived in Residential care, Foster care, Secure care or Adoption.

### How long will the Modern Apprenticeship last?

This modern apprenticeship is a two year programme. If successful in your application, you will be employed initially on a fixed term two year Annex 21 trainee contract.

During the year apprenticeship you will work towards achieving:

- **SVQ Production Chef SCQF level 5**
- **Food Hygiene Certificate**

During your training you are expected to attend regular reviews to discuss your progress and development needs and are expected to stick to the agreed training plan. This includes attending internal and external training and taking responsibility, with support, to collect the evidence required that proves competence in the job role.

Further information in relation to the SVQ can be found here:

<https://www.skillsdevelopmentscotland.co.uk/media/1zihyrgc/ma-framework-production-chef-at-scqf-level-5.pdf>

### Will I be paid?

Yes. As a modern apprentice you will be paid a trainee salary, in accordance with Annex 21 (Section 2iii) of NHS Scotland Agenda for Change Terms and Conditions.



The current pay band for this post is AfC Band 3 (£28,011 - £30,230). The successful candidate will be paid at 70% of the top of the salary scale (pro rata) in year one and 75% in year two plus a High Secure Environmental Allowance (pro rata).

### **What hours will I work?**

You will work a 36 hour working week, 5 over 7 which will include weekends. We operate a flexible working within the State Hospital. The scheme provides flexible start and finish times (within certain limits) and is open to all staff within the hospital. Further information can be obtained from line manager.

### **Will I be working to a job description?**

You will work to the Band 3 Cook job description (copy attached). You will not be expected to perform fully at the Band 3 level on appointment and during the apprenticeship programme you will be supported and trained to carry out all of the duties and responsibilities outlined in the job description.

### **What will I be doing?**

A full outline of duties is provided in the job description for this post. A summary of key tasks is provided below:

- Prepare, cook and portion meals for patients, staff and visitors using traditional production methods.
- Produce specialist meals, including therapeutic, religious and ethnic diets.
- Follow all food safety, hygiene and HACCP procedures, including temperature monitoring.
- Maintain security procedures, including key handling and safe management of knives and sharps.
- Serve meals in the staff dining area and carry out cash-handling duties.
- Communicate effectively with colleagues, multidisciplinary teams and service users.
- Operate and clean catering equipment.
- Organise and rotate stock, including carrying out stock checks using FIFO principles.
- Work safely within a high-secure environment, following all Health & Safety and emergency procedures.

### **Where will I be based?**

You will be based in the Catering Department located within the Estates Compound at the State Hospital. The Catering Department provides provision of a high quality catering service to patients, staff and visitors across the State Hospital.

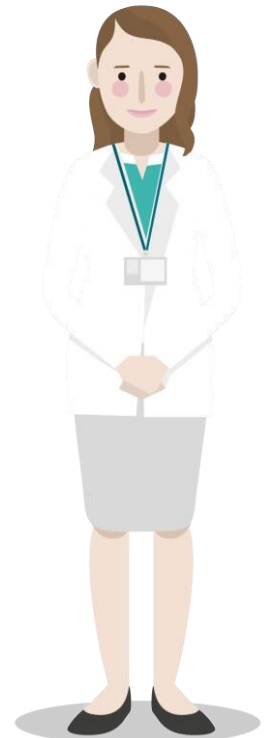
### **How is the SVQ Delivered?**

The vocational training (SVQ Production Chef SCQF level 5) will be undertaken in your place of work with support and qualification assessment provided by your appointed assessor. An SVQ is a

qualification that shows that you are able to perform a job to nationally recognised standards and is made up of a number of units, each one of which describes an aspect of the job. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work related evidence. You will be assessed on the skills you use every day in your job and will assemble a portfolio of evidence in support. Your workplace supervisor will support you throughout the training programme and provide workplace monitoring and feedback.

### **What happens at the end of the Modern Apprenticeship?**

On successful completion of your modern apprenticeship programme you will transition to permanent employment as a Cook and appointed at the appropriate point of a Band 3 starting salary.



## The Modern Apprenticeship Application Process

### What type of person are we hoping to recruit?

Your application should demonstrate that you have the personal qualities and behaviours outlined in the Person Specification for this post. We are looking for someone who can demonstrate strong attention to detail, good problem-solving skills, and the ability to manage several tasks at the same time. Good interpersonal and communication skills are essential, along with an organised and methodical approach to your work.

In this role, you will interact with a wide range of staff across the organisation. For this reason, it is important that you are polite, able to build and maintain positive working relationships, and behave in a professional and respectful manner at all times.

We want to recruit someone who is enthusiastic about learning and keen to develop throughout the apprenticeship. You should take pride in doing your best, be willing to take on new challenges, and enjoy contributing as part of a team. Flexibility, a positive attitude, and a caring and helpful approach are also important qualities for success in this role.

As a Modern Apprentice, you will be an employee of The State Hospital and will be expected to follow the same Terms and Conditions of employment, and comply with the same policies and procedures, as all other staff.

### How are applicants for the Modern Apprenticeship selected?

Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting criteria will include meeting the minimum educational qualifications for the post along with evaluation of the Supporting Statement you complete within your application form.

### I've never worked in Catering before so how can I show you that I have the skills you are looking for?

Even if you have never worked in catering before, you can still show us that you have the right skills by using examples from school, volunteering, part-time jobs, hobbies or responsibilities at home.

We are looking for people who can communicate well, stay organised, work safely, pay attention to detail, and show enthusiasm, flexibility and a willingness to learn. Your Supporting Statement is your opportunity to give real examples of when you have demonstrated these qualities.

### Completing the Supporting Statement in your application.

The Supporting Statement in the application form plays a significant part in our decision to select candidates for shortlisting. We base our decision on who to interview by assessing the information that you have provided in your Supporting Statement.

To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your Supporting Statement.



- **Why do you think you are suitable for this role?** Please describe briefly why you think you would be a good candidate for this position. Tell us about your interest in administration and working within a service support role in the NHS, and why you think this is the career path for you.
- **Why do you want to work for the NHS?** Think about the NHS and or Board Values.
- **Is there any other relevant information that will assist us in shortlisting your application?** Please tell us a bit more about you. For example, how do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application.

### Can I get help to complete the application form?

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Skills Development Scotland office. One of the advisers there will be able to support you through the application process. You can find out more at <https://www.skillsdevelopmentScotland.co.uk/>

You can also find information on the My World of Work website <https://www.myworldofwork.co.uk/getting-job/application-forms>

If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team at [tsh.jobs@nhs.scot](mailto:tsh.jobs@nhs.scot) to discuss your requirements.

### Who should I ask to be a referee?

We know it might be hard for applicants who have not worked before to provide us with two referees and in these circumstances we will accept educational references from teachers at your school/college. However, if you do have a current job, or have volunteered or worked, before please give us details of someone who can provide a reference for this.

It is important that you give us full contact details, including an email address for the person AND that you ask the person for permission to use them as a referee before you submit the application form.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include reference and an occupational health assessment.

### Where can I get more information?

For more information about this vacancy, please contact Scott Clelland, Catering Manager, the State Hospital. Tel: 01555 842096 / email: [scott.clelland@nhs.scot](mailto:scott.clelland@nhs.scot)



**When is the closing date for applications?**

Your application must be submitted before **11.59pm on 31 March 2026** at the latest.

We will **not** accept late applications.



## The Modern Apprenticeship Terms & Conditions

### Starting Salary

The current pay band for this post is AfC Band 3. Successful candidates will be paid at 70% of the top of the salary scale in year one and 75% of the top of the salary scale in year two, plus a High Secure Environmental Allowance.

### Contract Duration

The duration of the Modern Apprenticeship post is initially fixed term for two years. Upon successful completion of the training programme you will transition to permanent employment as a Cook

### Hours of Duty

36 Hours per week.

### Annual Leave

The annual leave entitlement in a full year commencing 1 April to 31 March is a total of 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 statutory and public holidays in each leave year.

### Superannuation Pension Scheme

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can choose to opt out of the scheme. Employee's contributions to the NHS Scheme are tiered based on your earnings and the employer's contribution equates to 13.5 % of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at [www.sppa.gov.uk](http://www.sppa.gov.uk)

### Right to Work in the UK

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment.

### Healthcare Support Workers

You will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

### Smoking Free Policy



The State Hospital operates a no Smoking Policy on all premises and grounds for staff and visitors.

### **Pre-employment Checks**

All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland) where applicable, Eligibility to Work in the United Kingdom and verification of Qualifications.



## Job Description

### 1. JOB IDENTIFICATION

Job Title: **Cook / Chef**

Responsible to: **Food Production Supervisor**

Department(s): **Catering**

Directorate: **Security**

Operating Division: **The State Hospital**

Job Reference: **SCO23/Sco7/TSHSSCA05**

No of Job Holders: **5**

Last Update: **November 2023**

### 2. JOB PURPOSE

To produce meals and snacks for both patients and hospital staff using traditional production methods, occasionally without direct supervision (approximately 500 meals per day). Ensuring that security procedures are followed at all times, this includes the drawing of keys, secure holding of keys and safe return of keys to the central key safe and the safe storage of knives and sharps.

To support the hospitals aim to provide high quality nutritious food service to both patients and staff and produce meals that will meet the needs of all patients including those on “special/therapeutic” or religious/ethnic diets.

To provide a pleasant staff catering facility for hospital staff and official visitors.

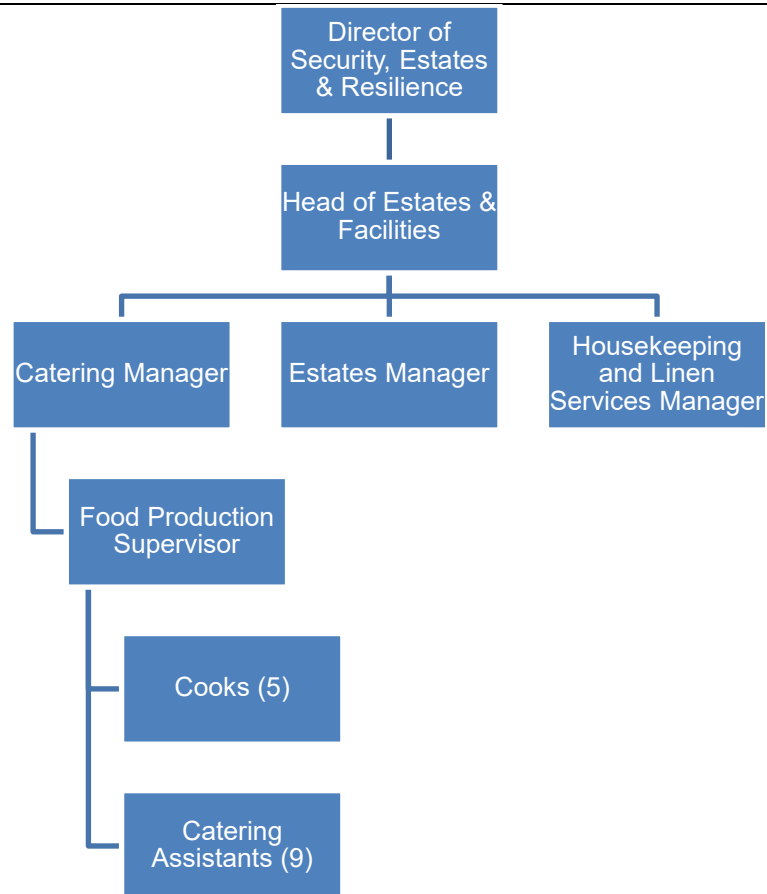
To maintain a clean, safe working environment for all service users.

### 3. DIMENSIONS

- To prepare cook and portion meals using traditional production techniques to a high standard for patients hospital staff, official visitors and function/hospitality catering currently approximately 500 meals per day.
- Ability to follow instruction (production techniques and choice menu system) whilst working in an environment with changing production demand (fluctuating meal requirements).
- Ability to work without direct supervision and act as a “Team Leader” supervising up to 6 catering staff when the food production supervisor is not on shift.
- The post holder will also be required to make use of the hospitals 2 way radio system at the start and end of the day and to respond to any instructions regarding movement round the site or the securing of buildings.

- To work in conjunction with various facilities staff and the Hospital's State Registered Dietitian to ensure that service users meals meet their nutritional requirements and are of the quality required. This will include the preparation of Therapeutic Diets.
- To serve meals within the staff dining room and handle cash/ use the computerised cash register.
- To prepare salads and sandwiches for staff on a call order basis

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The provision of a high quality Catering service to patients, hospital staff and official visitors.

To foster a good working relationship with other disciplines to facilitate the smooth running of the service.

To communicate on a regular basis with patients regarding the food service via ward community/patient partnership group (Catering) meetings. The meeting take place under the supervision of ward staff and in the presence of potentially dangerous patients who are mentally ill or have a learning disability.

## **6. KEY RESULT AREAS**

### Working with Health & Safety and Security

- To work within the provisions of the Hospital's Health & Safety Policy
- To ensure that at all times a safe and secure environment is maintained through liaison with ward/department staff (carrying a Personal Attack Alarm (PAA) as required).
- To report to the food production supervisor any matter relating to Health & Safety or Security.
- To act at all times in a responsible and safe manner while in the wards/departments.
- To demonstrate duties and supervise the work of new staff.

### Duties of the Catering Department

- Responsible for the preparation and cooking of meals including therapeutic / religious diets, bakery items and special functions.
- To ensure that all hospital health and safety and fire regulations are adhered to within the department.
- To ensure that all hospital policy and procedures are understood and adhered to with the department with the special reference to the security of knives and cutlery in the catering department.
- To monitor the standard/quality of food, production and interact with customers.
- To ensure that all therapeutic diets and meals are produced correctly and timeously.
- To ensure that regular organoleptic assessments (Food quality, appearance, colour, contrast, flavour and moisture content) of meals produced are carried out and that the taking of food samples are maintained according to departmental policy.
- To produce food in a safe manner following all current legislation and following the departmental Hazard Analysis Critical Control Point (HACCP) system. This includes the regular recording of refrigerator, freezer and food transportation trolley temperatures.
- To undertake the cleaning and sanitisation of own working areas/environment.
- To organise goods within freezers and refrigerators taking account of date code and "first in first out" principals as required and carry out stock checking as required.
- Careful use of all equipment and reporting of any faults/defects.
- To serve meals in the staff dining room and undertake cash handling duties in this area.
- To oversee/supervise the operation of the kitchen at weekends and part of every other day.
- Initiate and introduce new food lines as appropriate.

- Ability to provide detailed food information (content/ingredient) on request.

#### Communication, Listening and Observation

- To work within a multi disciplinary team and be involved in both verbal and written communication as part of a continuing review process.
- To observe the need for professionalism in both confidential and cultural issues.
- To maintain a level of communication that is clear and without prejudice towards colleagues and others.
- To report any concerns to either the food production supervisor or the hotel services supervisor.
- To attend ward based patient user meetings.

#### Others

- To participate in all direct training and development activities provided by the hospital e.g. Control and Restraint (Breakaway), Key Training, Use of Radios and Food Hygiene
- To ensure that all visitors and professional visitors are greeted in a courteous manner.

#### Environmental demands

Working within a secure/lock fast environment.

Working in an area that is subject to fluctuating temperatures and can be hot and humid. (-18C to +30C)

### **7a. EQUIPMENT AND MACHINERY**

The post holder will be required to operate or clean the following equipment (some of which is potentially dangerous):

Ovens, stoves, mixing machines (large and small), combination ovens (steam and convection heat), boiling pans, deep fat fryers, bain maries/hot cupboards, meat slicing machines, hot food transportation trolleys, refrigerated equipment, food processors and hand knives.

Cash register.

Moving and handling equipment.

Key Safe (Electronic key control – Recording system).

2 way radios (General Radio use to identify staff location and inform the control room/ Users of any issue/area of concern. Also used in an emergency situation).

Personal Attack Alarms (if within a patient area)

## **7b. SYSTEMS**

Ability to operate intruder alarms/access systems throughout the site (Key pad and Electronic Access using Proximity Cards with PIN number).

Ability to use and respond to instruction given over the 2 way radio system.

Health and Safety (COSHH)

Hazard Analysis Critical Control Point (food safety) system

MONIKA Food storage temperature monitoring system.

Hospital IT/ e mail system.

Personal Alarm Systems (within ward/departments)

## **8. ASSIGNMENT AND REVIEW OF WORK**

Work will be assigned by the food production supervisor or The Hotel services supervisor, this includes: patients/staff menus and function work.

In the case of an emergency appropriate nursing/security staff may direct or instruct staff, particularly at weekends.

Shift pattern determines work schedule. Management/supervisory staff monitor and review as appropriate.

Cooking staff will be required to work without direct supervision (particularly at weekends and on Public Holidays).

## **9. DECISIONS AND JUDGEMENTS**

- The cooking staff will be required on occasions to make judgements involving a range of facts or situations, which require the analysis or comparison of a range of options (this is sometimes time critical).
- The cooking staff may require to arrange for the "call out" of staff to provide adequate staff cover in the event of sickness/absence of a member of catering staff.
- To replace/adjust the menu if necessary, taking into account any dietary factors.
- To ensure that the Critical Control Points (CCPs) listed as part of the hospitals HACCP system are followed and recorded as appropriate.
- Ensure that food is produced in an approved way and presented/dispatched in an appropriate manner.
- To utilise food in a way that minimises waste i.e. Portion control and cooking loss.
- Dealing with customer enquiries and complaints (in the first instance).

## 10. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

- Working within the parameters of the Food Hygiene Regulations and within the hospitals HACCP system.
- Ensuring tasks are completed in a timeous manner whilst dealing with other deadlines.
- Working with in a High Security setting.
- Ensuring that security procedures and checks are followed/completed.
- Operating potentially dangerous equipment e.g. Deep Fat Fryers, Combination Ovens and Slicing Machines.
- Dealing with late/ad hoc requests for meals
- Dealing with the fluctuating demands/requests of patients who are mentally ill or have a learning disability.

## 11. COMMUNICATIONS AND RELATIONSHIPS

Cooks are required to provide and receive routine information, which requires tact or skills in persuasion where there are barriers to understanding.

WHO	WHAT ABOUT	POSSIBLE DIFFICULTIES
Patients	Quality of Food Menu Choice Menu Variety / Theme Days	Patients comprehension of reasons for carrying out work in certain ways and cost constraints
Staff	Menu Items Food Charges Menu Availability	General staff may have competing priorities
Professional Visitors	Location of Services on site	None
Relatives and or Carers	At Social Events organised by the hospital for patients e.g. Sports Day	Relatives may have different priorities
Delivery Drivers	Quantity, Quality, Condition of goods delivered	Time constraints to allow for sufficient checks to take place regarding the quality of goods delivered
Contractors working within the department	Work timing Familiarity with services e.g. Electrical Services	Contractor may not understand the time constraints which the department operates under and may have competing priorities

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The Hospital is a high secure mental health working environment that cares for individuals detained under mental health and related legislation. Patients detained are considered to pose a grave and immediate danger to themselves and the public.

Working at The Hospital involves being subjected to searching and security procedures, responsibility for keys, and working in a restrictive, locked environment.

### Physical demands:

- The post holder must be physically fit and able to undertake the physical duties of the post.
- The post involves manual handling duties and constant movement and standing for long periods during the shift e.g. twisting, stretching, bending, lifting, pushing, and pulling.
- There is a requirement to exert reasonable physical effort throughout the period of work particularly when preparing large quantities of the same meal.
- There is a requirement to respond to serious and emergency incidents within the department and support efforts to manage them.
- There is a requirement to undertake relevant mandatory “break away” training.
- Ability to work in a kitchen area which will be the subject of fluctuating temperature and humidity.
- Use and movement of catering equipment.
- Physical movement of waste.
- The controlling and placement of stores/provisions

### Mental demands:

There is a need for constant awareness of security procedures including patient movement, restrictions, and emergency procedures.

### Emotional demands

- The nature of the service requires staff to work to strict time schedules.
- Dealing with complaints from patients or staff.
- Dealing with customers whilst operating the cash register.
- Applying the Contractors uplift (Meal price differential) – can result in staff being subjected to pressure and even abuse.

### **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Good technical knowledge of food production and presentation techniques plus a relevant qualification. City & Guilds of London Institute 706/1 & 706/2 or equivalent NVQ (level 3). Or appropriate industrial experience.
- Good knowledge of food hygiene practice (Royal Environmental Health Institute of Scotland Intermediate certificate or equivalent).
- A good working knowledge of the preparation of therapeutic diets.
- Ability to cope with pressure in a busy kitchen environment.
- Good educational background including literacy and numeracy.
- Responsible and caring attitude.
- Effective communication and positive interpersonal skills.
- Motivation and committed to work with patients with serious mental illness, or learning disability.

## Person Specification

### STATE HOSPITAL'S BOARD FOR SCOTLAND

#### PERSON SPECIFICATION: Modern Apprentice - Cook

	Essential	Desirable
<b>Qualifications</b>	<p>No formal qualifications required.</p> <p>Willingness to undertake training (e.g., Food Hygiene, Health &amp; Safety, HACCP).</p>	Food Hygiene Certificate
<b>Experience</b>	<p>Ability to follow instructions and work as part of a team</p> <p>Flexible and able to adapt to changing tasks.</p>	<p>Experience handling cash or using a till.</p> <p>Experience working in hot or cold environments</p>
<b>Skills</b>	<p>Able to maintain high standards of cleanliness.</p> <p>Able to work safely and follow health &amp; safety rules.</p>	<p>Flexible and able to adapt to changing tasks</p> <p>Confidence in serving customers</p>
<b>Knowledge</b>	<p>Basic understanding of food hygiene principles.</p> <p>Understanding of the importance of cleanliness and following procedures.</p> <p>Basic customer service awareness.</p>	Knowledge of NHS cleaning specifications
<b>Special Aptitudes</b>	<p>Enthusiastic learner.</p> <p>Able to work in a busy environment.</p> <p>Respectful and professional.</p>	

## Apprenticeship Programme Outline

### Modern Apprentice Cook

To successfully complete the two year apprenticeship programme and be successful gaining permanent employment, the apprentice is expected to achieve the following:

#### Year 1 – Foundation & Core Skills Development (Months 0-12)

##### Induction & Early Requirements (First 3 Months)

- Complete NHSScotland Mandatory Induction Standards for Healthcare Support Workers.
- Complete Corporate and Local Induction.
- Complete all assigned Statutory/Mandatory LearnPro modules.
- Begin ongoing KSF reviews and Personal Development Plans (updated every 3 months).
- Adhere consistently to State Hospital and NHSScotland policies, procedures, and safety standards.

##### Skills Development & Early Progress (Up to Month 6)

- Demonstrate satisfactory progress in in-house chef training as directed by the line manager.
- Begin formal assessment toward the SVQ Production Chef SCQF Level 5, which includes core units such as food safety, use of knives, and production cookery.
- Complete additional Learning Centre training (e.g., Manual Handling).
- Begin developing confidence in fundamental kitchen tasks, for example:
  - Safe knife handling
  - Basic food preparation
  - Operating kitchen equipment safely

##### Progression Stage (Months 6–12)

- Continue progressing through the SVQ at SCQF Level 5, building evidence and workplace competence.
- Demonstrate improved independence in routine kitchen duties with reduced supervision.
- Begin demonstrating knowledge aligned with KSF Foundation Level.
- Show reliability, professionalism and consistent attendance across all shifts and training activity.

#### Year 2 – Competence Building & Completion (Months 12-24)

##### Advanced Development (Months 12–18)

- Show increased skill and consistency in production kitchen duties, including work on specialist dishes, batch production and service routines.
- Demonstrate safe working practices aligned with core food safety and HACCP principles.
- Continue building portfolio evidence for both mandatory and optional SVQ units.
- Work more independently in the kitchen environment, applying judgement and time management skills.

##### Final Consolidation & Qualification Completion (Months 18–24)

- Achieve the SVQ Production Chef SCQF Level 5.
- Achieve a recognised Food Hygiene certificate.
- Demonstrate consistently competent performance across all chef duties as assessed by the line manager and training provider.
- Evidence full attainment of the KSF Foundation Level knowledge and behaviours for the Chef role.
- Demonstrate excellent communication, teamwork, policy compliance and safe working practices in every area of the kitchen.

**All apprentices are required to:**

- Sign up to a formal training agreement with appointed training provider.
- Engage with all training and development activity associated with the apprenticeship programme.
- Engage with Learning Centre, Line Manager and any other associated partners to ensure you are reaching milestones of the programme.
- Demonstrate commitment to the apprenticeship programme.
- Attend regular progress reviews.
- Maintain satisfactory attendance at training sessions/classes and at work.
- Adhere to the State Hospital and NHSScotland policies and procedures at all times.