



HUB INTERNATIONAL
Passionate About People



IMPACT REPORT NORTH SOUTH CARRICK

Feb 2025-April 2025

south
AYRSHIRE
COUNCIL



THE STORY

In December 2023 Hub International started working in partnership with South Ayrshire Council as part of the Scottish Government 'No-one Left Behind' Fund.

During this time, Hub International have been supporting candidates through training, qualifications and work experience with the goal of achieving a positive outcome for each individual.

Hub International recognise the need for support and training across Scotland to bridge the gap between employability and the skills gap in hospitality.

In April 2025 a total of **10 trainees** celebrated their graduation.





Methods

Hub International designed and delivered a pop up Hospitality School which is essentially an employability course to engage and motivate trainees in South Ayrshire, but using the themes of hospitality and tourism to make it relevant to in-demand sectors in the region.

Recruitment: The recruitment team worked directly with referral partners such as Thriving Communities, DWP and individual Jobcentres to encourage eligible candidates to engage with the programme. Additional advertising was put in place through posters, fliers and social media presence to maximise engagement. This joint effort meant that the minimum course numbers were met and the course could start in a short lead in timescale.

The training programme is intended to capture the attention of anyone over age of 16 and unemployed with an aim to maximise inclusion, as per the ethos of 'No one left behind', this mix of ages and backgrounds works really well and the group formed relationships almost instantly.

Location: The geographical area that Carrick covers posed transport issues for trainees using public transport. With this in mind we partnered with Trump Turnberry and were fortunate to host all of our training days within the five star hotel.

Format: The course was designed to cover all key areas of hospitality. Training was delivered through a mix of practical and when required, classroom delivery. All trainees were given the opportunity to train in practical service, professional cookery, customer service, bar-tending and mixology, barista skills, allergen awareness, CV and employer expectations and confidence building.

Qualifications: All trainees were given the opportunity to achieve three qualifications a Level 2 Food Safety qualification, Level 2 Award in Customer Service as well as an accredited employability certificate which was delivered in partnership with Ayrshire College. Results for this certificate are pending.

Engagement: In addition to Hub International training, we offered an industry visit at Souter's Inn. We found that many trainees were more engaged when given the opportunity to talk with potential employers and this built confidence to engage in work experience.



PROGRESS SO FAR

From Feb 2025 to May 2025,
Hub International achieved the following:

Carrick Cohort

12 trainees started the course

7 trainees gained employment within the first 6 weeks

8 trainees completed Level 2 Food Safety qualification - SCQF Level 5

7 trainees completed the Level 2 Customer Service qualification

9 trainees achieved at least 1 qualification

pending results on employability

7 trainees in total have secured employment at the moment, and the remaining 3 trainees are still receiving support from their Hub International Key Worker.

In addition to the outcomes above, Hub International have also been working on personal outcomes such as:

12 trainees supported to engage in job searching

12 trainees engaged in life skills

12 trainees with reduced barriers to employment or education

Aftercare: All trainees will be continually contacted at regular intervals, including a bi-weekly in person catch up in Ayr where they will receive employability support and job seeking help & guidance.



Employer Engagement

We are incredibly grateful to all the staff at Trump Turnberry who helped us make this course a massive success. Their kindness in allowing us to use their kitchen, bar and coffee facilities, as well as their willingness to give our trainees a behind the scenes look around all aspects of the hotel, was invaluable.

And a special thanks must also be given to Souter's Inn who hosted us for a practical service skills day and kindly gave us free run of their entire upstairs area, giving the trainees the space to develop their skills and increase their confidence.

The final stage for each trainee was to take part in an active work experience placement. This is set up to provide real workplace experience while still under the support of Hub International.

Two trainees have gone on to secure permanent employment from this with Trump Turnberry, with two further trainees securing employment following an Interview with Souter's Inn which were arranged on site at graduation.

Any trainee who has not yet achieved an outcome are still in touch with Hub International and are being supported to source and apply for jobs on a weekly basis - there is no time limit to our aftercare we will keep supporting each person for as long as it takes.





Success story KA from Carrick

KA is a 19-year-old trainee referred to us via Thriving Communities. On her first day of training at Trump Turnberry, KA appeared apprehensive and reserved. She avoided eye contact, offered limited information during her initial one-to-one meeting, frequently stepped out to take phone calls, and was noticeably preoccupied with her phone. These behaviours continued into the first few days of the course and were particularly evident during the employability sessions delivered by Ayrshire College.

However, as the course progressed, KA began to gradually settle in. With encouragement and one-to-one support, she became more comfortable in the training environment. One consistent aspect of her communication was her passion for horses, which she spoke about often—especially during moments of stress. This seemed to serve as a personal grounding strategy and a way to manage overwhelming situations.

A turning point came toward the end of the second week, during practical sessions in the kitchen and service training. While practising tray carrying, KA dropped a full tray of drinks. Rather than letting the moment discourage her, she calmly cleaned up, took a moment to regroup, and tried again—successfully. This moment revealed her resilience and determination, and marked a noticeable shift in her engagement.

From that point on, KA's confidence and participation steadily grew. She engaged enthusiastically with both the practical and classroom components of the course, ultimately achieving her Level 2 qualifications in Food Safety and Customer Service Skills. While the results for her employability qualification through Ayrshire College are still pending, initial feedback from the trainer has been very positive.

KA successfully graduated from the course with her peers and, to the delight of everyone present, even delivered a speech at the graduation ceremony—an inspiring moment that showcased just how far she had come.

Following the course, KA completed a two-week work placement in the housekeeping department at Trump Turnberry. Although no job offer has been made yet due to a quiet period at the hotel, she remains engaged and optimistic about her employment prospects. She continues to meet regularly with her Hub International Key Worker to explore opportunities and has recently expressed an interest in front-of-house roles—an impressive step forward compared to where she started.

According to her mother, KA is now more motivated and future-focused, regularly discussing her goals and the prospect of earning an income. KA's journey over the six-week programme has been marked by significant personal growth, increased confidence, and a developing sense of purpose. Her progress stands as a testament to her perseverance and potential, and we are confident she will find a valued place in South Ayrshire's hospitality sector.



Thank you

Thank you for being a valued partner of Hub International. We truly believe that through training, support and opportunity, every trainee can achieve their dreams and a positive destination



Outcomes v Targets So far:

Target 20 / Outcome 12 - Trainees Registered per programme

Target 10 / Outcome 9 - Trainees completing at least 1 accredited qualification we had 7 trainees complete 2 qualifications

Target 8 / Outcome 7 - Trainees in employment per programme

Target 2 / Outcome 0 - Trainees into further training/education per programme