



# Delivering flexible training tailored to your needs.

Clearly, having a well-trained, highly qualified workforce can help to ensure that your business provides the highest standards of customer service at all times. And that consumers will come back to your premises time and time again.

More than this, staff training can help you towards higher profits, lower staff turnover, even better customer service and highly motivated, qualified and satisfied staff.

The training and development of your staff working alongside Charnwood Training Group can bring enormous benefits to your business. In fact, some of our partners in learning include many large organisations in the leisure and hospitality industries, as well as a variety of independent pubs, bars and clubs. Corporate references and referrals are available on request.



#### We will deliver:

- Relevant and flexible training programmes.
- Individual training tailored to your needs.
- Funded programmes under the Government's Apprenticeship scheme.
- Support for your existing in-house training plans.
- Industry focused qualifications at competitive rates.
- Financial incentives for learning programmes.



## Here's what staff training can do for your business.

### IMPROVED QUALITY OF PRODUCTS & SERVICES

Your staff will take full ownership of their own individual business objectives and look to improve their own performance within your company.

### LOWER STAFF TURNOVER

Research shows that staff who are given regular opportunities to develop new skills and keep up to date actually stay longer with their employer. This saves time and expense in recruitment costs and minimises disruption to your business.

### GREATER PROFITS

You can set ambitious business objectives safe in the knowledge that your staff will be trained to meet these objectives. We can improve their skills and knowledge to increase customer satisfaction and ensure repeat business.

### BETTER CALIBRE RECRUITS

The UK workforce is fast recognising employers who offer excellent development opportunities and a chance to excel. These are the businesses they will strive to work for.

### A MOTIVATED WORKFORCE

Money is only a short term motivator. With the right development, your team will be developed to take your business forward and lay the foundations for their future careers.

## Your guide to vocational training in hospitality and catering.

For learners, vocational qualifications are all about taking skills to the next level and getting a nationally recognised and respected qualification, which will help them progress within the hospitality industry.

Irrespective of age, if the learner is not in full time education and works over 16 hours per week, their programme is fully funded by the Learning and Skills Council (LSC).

These qualifications, offered by Charnwood Training Group, are primarily work based and normally take upwards of 5 months to complete. This means that your employees learn on the job and are assessed in the workplace while they go about their normal daily work.

Whilst on a Charnwood programme, a Training Officer will visit once every four weeks to capture and record all the excellent training that is currently being delivered at the workplace and, if required, deliver enhanced training to further improve their knowledge and skills. Our Training Officers are highly qualified and have a wealth of experience in the hospitality & catering industry. As such they endeavour to integrate into your working environment without hindrance or disturbance to your business.

Many of them managed their own premises before moving into the training sector to pass on their knowledge and experience. Learners are also regularly assessed by Internal and External Verifiers. The Operations Manager and his support team provide structured support to all our learners, with more and more emphasis placed on e-learning as an effective medium for achievement.

To support this, our unique training programme utilises the latest e-learning and EI-box tablet PCs. Learners will need to complete all elements of the programme to achieve a full qualification.

### Vocational Qualifications

This part of the qualification depends on the specialist area:

- ★ Professional Cookery.
- ★ Food Processing & Cooking.
- ★ Food & Drink Service.
- ★ Hospitality Supervision.
- ★ Customer Service.
- ★ Housekeeping.
- ★ Reception & Front Office.
- ★ Leadership & Management.
- ★ Hospitality Multi Skilled Service.
- ★ Drinks Dispense Systems.

#### ★ Key Skills

These are skills which are important to both the hospitality industry and to the learner's own personal development. Key skills are the skills that are commonly needed for success in a range of activities including education and training, work and life in general.

#### ★ Technical Certificates

These are qualifications awarded by top industry bodies, which build skills in areas relevant to the learner's role in general, such as a certificate in Food Hygiene and Health and Safety for instance.

#### ★ Employment responsibilities and rights

This part of the qualification is designed to give an understanding of the employer's and learner's responsibilities and rights. It covers elements such as sick pay, working hours and holiday entitlement, company policies and procedures.



Discover how your business could benefit from our flexible training programmes.

Call: 0845 437 4000