

2023

HOSPITALITY

TRAINING ACADEMY



evi



FREE FOR:

Blaenau Gwent residents 16+

WHEN:

Sept. to Oct. 2023

DURATION:

2 days a week for 5 weeks



 www.evi.cymru

 01495 708022

 @EbbwValeEVI

 Ebbw Vale Institute, Church St. NP23 6BE

HOSPITALITY

training academy



Whether you or someone on your team is planning to renew or learn new skills, looking for a career change, or hoping to start a career in hospitality, then this is the academy for you!

We are delighted to be working in partnership with **Communities for Work Plus** and **Adult Learning Wales** to deliver our **free bespoke Hospitality Training Academy**, designed to support you to gain the necessary skills and accreditation for employment within the hospitality sector.

Our training will be held face-to-face in our vibrant and friendly Ebbw Vale Institute (EVI) community and cultural centre and will cover; Food Safety, Customer Service, Health & Safety, COSHH, Manual Handling, Fire Safety, First Aid, Basic Maths for Hospitality, and Barista Training.

This training opportunity is funded by the UK Government* and is **free of charge to people living in Blaenau Gwent aged 16+**. We strongly encourage you to attend the entire course and complete the academy. Accreditation is awarded by Highfield qualifications.

We are also able to offer a number of follow up opportunities and can signpost you to additional support. Communities For Work Plus can provide you with a personal mentor who can apply for funding to help remove hurdles such as transport, training, and childcare to get you the job you need (T&Cs apply). Free lunch and refreshments will be provided free of charge throughout the course.

Please get in touch with any queries and we will be more than happy to help. To enrol, please **register online or get in touch (details on final page)**.

“Employing someone who I know has done this course would be very reassuring.”
- business owner & 2022 academy graduate -



*Funded by UK Gov through the UK Shared Prosperity Fund.

ProMo Cymru operate and are the custodians of EVI.



COURSE TIMELINE

autumn 2023

day starts: 9.30am finishes: 3 / 3.30pm

Week 1

Tues 19th Sept.
Weds 20th Sept.

L2 Award in Food Safety in Catering
L2 Award in Customer Services

Week 2

Tues 26th Sept.
Weds 27th Sept.

Barista Training
L2 Award in Health & Safety in the Workplace

Week 3

Tues 3rd Oct.
Weds 4th Oct.

Practical Maths for Hospitality (2pm finish)
L3 Award in Emergency First Aid

Week 4

Tues 10th Oct.
Weds 11th Oct.

L2 Award in Fire Safety
L2 Award in COSHH

Week 5

Tues 17th Oct.
Weds 18th Oct.

L2 Award in Safe Moving & Handling 1/2
L2 Award in Safe Moving & Handling 2/2

Volunteer Day

Date to suit you.

**Demonstration of Skills through a day
Volunteering at EVI.**

“Great for my CV and future job applications. Also very helpful for my confidence!”

- 2022 academy graduate -



COURSE DETAILS

L2 Award in Food Safety & Catering

This one-day course offers an accredited qualification recognised by employers within the Food Industry and is necessary for anyone who works in a setting where food is cooked, prepared or handled. It is suitable for the professional and domestic kitchen, whether you are preparing food from scratch or serving pre-prepared refreshments.



L2 Award in Customer Services

This accredited course will help anyone who works in customer service improve their customer service skills, ensuring they provide each customer with the best possible experience every time, to maintain good relationships, status, and success. This course aims to provide you with the necessary information and skills to work in the customer service industry and to go above and beyond with the customer service that they provide.

Barista Training

Our Barista Training will be delivered by Hannah and Huw Williams from the Big Dog Coffee Company. The training will include:

- An Introduction to Coffee and Coffee Processing
- Dialling-in Espresso (how to get the best out of your coffee) and Coffee Recipe Making
- Milk based drinks (cappuccino, latte, espresso, flat white, americano)
- Cup Sizing
- Introduction to Latte Art
- Alternative Milks
- Serving Customers



Training to be delivered to the Speciality Coffee Association standards. In-house certificates will be awarded on completion.

COURSE DETAILS



L2 Award in Health & Safety in the Workplace

A one-day accredited course that will give you an understanding of Health & Safety regulations and enable you to spot potential hazards in the workplace.

L3 Award in Emergency First Aid

This accredited course will familiarise you with the roles and responsibilities of the Emergency First Aider within the workplace, including assessing an incident, recognising signs and symptoms of injury and illness, and assisting a casualty in the workplace. Please wear comfortable clothes for this training as there will be a practical element, i.e. recovery position and resuscitation.



Practical Maths for Hospitality

This session will introduce and reinforce to learners simple calculations using whole numbers, fractions and percentages for practical use in hospitality and catering including:

- Working with fractions of whole number quantities and measurements.
- Finding the percentage parts of whole numbers and increasing and decreasing by percent.

These simple yet highly important skills are essential for following and creating recipes, portion sizes, ordering stock, applying price discounts at the till and more. In-house certificates awarded on completion.



L2 Award in Safe Moving & Handling

This two-day accredited course will outline the employer and employee roles in relation to manual handling and teach safe manual handling techniques in the work place to protect yourself and others.

COURSE DETAILS

L2 Award in Fire Safety

This Accredited Fire Safety trains you in the fire risks in work premises and what safety measures should be in place to control them. It explains everyone's legal responsibilities, the common causes of fires, how to prevent them, what fire safety arrangements are necessary, and the importance of following emergency procedures.



L2 Award in COSHH

Through this Accredited COSHH (Control of Substances Hazardous to Health) training, you will learn:

- The main hazards to health, assessing risk, control measures, and preventing harm to health.
- The importance of keeping records of all control measures and ensuring that they are in good working order, providing information, instruction and training for employees and others.

SIGN UP TODAY!




**SCAN ME TO REGISTER OR
HEAD TO WWW.EVI.CYMRU**

Or ring, pop in / email us (contact details below) and the EVI team will be happy to take your details and sign you up!

 www.evi.cymru

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 megan@promo.cymru

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