

2024

# HOSPITALITY

## TRAINING ACADEMY



evi




**FREE FOR:**  
Blaenau Gwent residents

**WHEN:**  
February & March 2024

**DURATION:**  
2 days a week for 5 weeks

 [www.evi.cymru](http://www.evi.cymru)

 01495 708022

 @EbbwValeEVI

 Ebbw Vale Institute, Church St. NP23 6BE

# HOSPITALITY

training academy

ev

**Whether you're looking to renew existing skills, acquire new ones, or embark on a new career in hospitality, this is the course is for you!**

We're excited to partner with **Communities for Work Plus** and **Adult Learning Wales** again to offer our free 2024 Hospitality Training Academy! Designed to help you gain essential hospitality skills and accreditation for employment, join us for this friendly, face-to-face course covering Food Safety, Customer Service, Health & Safety, First Aid, Barista Training, and more at Ebbw Vale Institute.

This training opportunity is funded by the UK Government\* and is **free of charge to people living in Blaenau Gwent aged 16+**. Perfect for school leavers, business owners, those looking to retrain, and anyone interested in hospitality!

We are also able to offer a number of follow up opportunities at the centre 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). 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

February and March 2024

day starts: 9.30am finishes: 3 / 3.30pm

## Week 1

Tues 20th Feb

**L2 Award in Food Safety in Catering**

Weds 21st Feb

**L2 Award in Health & Safety in the Workplace**

## Week 2

Tues 27th Feb

**Barista Training**

Weds 28th Feb

**L2 Award in Fire Safety**

## Week 3

Tues 5th March

**L3 Award in Emergency First Aid**

Weds 6th March

**L2 Award in Customer Services**

## Week 4

Tues 12th March

**L2 Award in COSHH**

Weds 13th March

**Practical Maths for Hospitality  
(2pm finish)**

## Week 5

Tues 19th March

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

Weds 20th March

**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!”

- 2023 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 you improve your customer service skills, showing you how to provide each customer with the best possible experience every time, and 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 you provide.

## Barista Training

Our Barista Training will be delivered by 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 course 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](http://WWW.EVI.CYMRU)

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

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 [megan@promo.cymru](mailto:megan@promo.cymru)

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