

College Certificated Courses

Achieving Kitchen Profit

Maximise your profit and deliver the best product to your customer, looking at all aspects of business finance.

Assertiveness Skills

Suitable for all staff working front of house dealing with customers or managers who lead departments.

Essential Supervisory Skills

Providing leadership for your team, developing procedures, working relationships and leading your team to improve customer service.

Personal Effectiveness and Teamwork

Enhance staff time management skills and motivate the team to enable your business to succeed and develop.

Up-Selling Skills

Whatever your business, maximising profit is an essential part of staff training. Develop staff skills in the art of "up-selling".

Advertising & Promotions

Marketing strategies to increase customer demand within your business.

Appraisal Skills

Strategies to enable you to get the best out of your team by assessing individual performance and giving constructive feedback.

Courses to support your Business

Accredited Courses

Introductory Certificate in Hospitality Selling

This qualification introduces the basic concepts of selling and business development across a range of hospitality job roles and stresses how everyone can make a contribution to the bottom line.

Introductory Certificate in Conflict Handling

This qualification is designed to provide an introduction to skills in handling conflict. Employees will gain the knowledge to recognise potential conflict situations and will learn how to deal with them effectively.

Introductory Certificate in Customer Service

This course aims to develop staff skills so that they can deliver an improved level of customer service and encourage others to do so. This will also offer the opportunity to develop skills in communication, working with others and problem solving.



Courses take place at our Mornington Road campus in Southport. Training packages to specifically meet the needs of your business can also be delivered at your premises.

To learn more, contact our Worked Based Learning department on 0845 00 66 506 or email: employer@southport.ac.uk

Courses designed for employees working within the hospitality sector.

The range and quality of the training we offer is outstanding and your staff can benefit from the expertise and experience of our highly qualified team.

With mandatory training, work-based qualifications and short courses to boost the skills and knowledge of your team, we can offer the training you need in a way to suit your business.

Our training programmes are flexible, ranging from half day courses to full training programmes.

If you have a group of staff that could benefit from an update on a particular topic we can come to you. Alternatively if your staff needs are more individual, they can attend sessions that we are running at one of our venues. Add to that NVQs which offer either a mix of in College and work-based training, or purely work-based training and we're sure to have a solution to your training needs.

Training is specifically designed for individuals or teams employed across the hospitality sector. It's ideal for those wishing to gain a broad understanding and awareness of their sector as well as updating their technical capabilities.

Organisational Needs Analysis Service

This is a free service that Southport College offers to employers. This is a one to one consultation with one of our Employer Relationship Advisors which provides the opportunity to discuss and identify skill gaps and training needs.

The training proposal is designed to match the training needs of your business, by providing flexible methods of training that can be linked to qualifications or through short courses to meet a skills need.

Southport College have access to a range of funded training opportunities. Our advisors will review all of the training opportunities available to your employee(s) and identify the most cost effective training options; in many cases the courses offered will be fully funded*.

Funding Opportunities

Southport College has access to information regarding a range of funding opportunities, such as Train to Gain*, ESF or Skillworks*. Funding opportunities are updated regularly, so please either contact us or check our website for up to date information. We will always advise on application if there are any funded training opportunities available to meet your training needs.

*subject to eligibility

Overseas Learners

Learners who speak English as their second language may be required to complete an ESOL qualification prior to commencing on the programme. This will ensure that any potential language barriers are addressed and the learner has a greater chance of success.

Overseas learners must produce passport/visa evidence prior to enrolment.



NVQs

National Vocational Qualifications

(NVQs) are designed for employees working within the industry who wish to gain competence in their skills and gain a broader understanding of their subject. These qualifications are delivered either in the workplace, in workshop sessions at the College or through a combination of the two.

When working towards an NVQ, employees will follow an Individual Learning Plan. This ensures that the duration of the training programme is flexible (depending on a number of criteria including previous experience and learning needs). As an approximate guide, we expect most employees to complete an NVQ Level 2 within 6 months and an NVQ Level 3 within 12 months.

Tutorial times in the workplace are at an agreed time and observations and assessments take place whilst staff complete their regular work activities. We can tailor the course content to suit the needs of each individual employee/workplace.

Train to Gain funding is available to support the delivery and assessment of NVQs, with many employees being fully funded. Please contact us to check the eligibility of your employees.

NVQ Level 2 Customer Service

Who should do this course?

Employees who are front line service providers and provide a direct service to customers.

Why do this course?

To demonstrate competence in the field of customer service, focusing on generic work issues as well as technical aspects of products and services. This will support those who wish to deliver continuous improvement in service to achieve customer satisfaction.

What is this course about?

There are a large number of units to choose from. There are 2 mandatory units and 5 optional units, a minimum of one unit must be chosen from each theme.

The themes include:

- Impressions and image
- Delivery
- Handling problems
- Development and improvement

Funding Opportunities

This course may be funded by Train to Gain*

NVQ Level 2 Food & Drink Service

Who should do this course?

Employees who work in the hospitality sector, serving food and drink as part of their role.

Why do this course?

To demonstrate competence in food and drink service. This course will support the development of food and drink service skills in the workplace.

What is this course about?

There are a large number of units to choose from including 4 mandatory units and 4 optional units.

Areas covered by the course include:

- Hygiene, Health & Safety
- Teamwork
- Customer care
- Serving food and drink
- Service styles and techniques

Funding opportunities

This course may be funded by Train to Gain*

Progression

NVQ Level 3 Hospitality Supervision

Additional NVQs – other qualifications may enhance an employees skills, such as the NVQ Level 2 Customer Service.



NVQ Level 2 Professional Cookery

Who should do this course?

Employees who work in the catering sector, preparing food and cooking as part of their role.

Why do this course?

To improve knowledge and skills, allowing staff to work effectively, update their understanding of food safety standards and to improve dishes for customers.

What is this course about?

There are a large number of units to choose from including 3 mandatory units and 11 optional units.

Areas covered by the course include:

- Hygiene, Health & Safety
- Teamwork
- Food safety
- Food storage
- Food preparation
- Cooking

Funding Opportunities

This course may be funded by Train to Gain*

Progression

NVQ Level 3 Professional Cookery

NVQ Level 3 Hospitality Supervision

Additional NVQs –

other qualifications may enhance an employees skills, such as the NVQ Level 2 Customer Service.

NVQ Level 2 Food Processing and Cooking

Who should do this course?

Employees who work in any aspect of food processing and cooking in any type of catering establishment.

Why do this course?

To improve knowledge and skills, allowing staff to work effectively. Also to ensure that staff are working to national standards and assurance that food safety standards are being met.

What is this course about?

There are a range of units to choose from including 3 mandatory units and 8 optional units. The optional units must be chosen to support your business needs.

Units include:

- Maintain food safety when storing preparing and cooking food
- Maintain a safe, hygienic and secure working environment
- Contribute to teamwork
- Provide a counter/takeaway service
- Cook and finish basic meat dishes
- Set up and close a kitchen

Funding Opportunities

This course may be funded by Train to Gain*

Progression

NVQ Level 3 Professional Cookery

NVQ Level 3 Hospitality Supervision

Additional NVQs –

other qualifications may enhance an employees skills, such as the NVQ Level 2 Customer Service.

NVQ Level 2 Multi-Skilled Services

Who should do this course?

Employees who work in any aspect of the hospitality industry who wish to broaden their skills. This is a very generic qualification.

Why do this course?

To improve the knowledge and skills of those working within the sector. This course includes a broad range of skills, so enabling employees to carry out a number of roles within the hospitality and catering industry.

What is this course about?

There are a range of units to choose from including 2 mandatory units and 5 optional units. The optional units must be chosen to support your business needs from the following areas:

- Front of house
- Housekeeping
- Food and drink service
- Quick service
- Food preparation and cooking

Funding Opportunities

This course may be funded by Train to Gain*

Progression

NVQ Level 3 Professional Cookery

NVQ Level 3 Hospitality Supervision

Additional NVQs –

other qualifications may enhance an employees skills, such as the NVQ Level 2 Customer Service.

NVQ Level 2 Housekeeping

Who should do this course?

This qualification focuses on the role of the housekeeper within hospitality establishments.

Why do this course?

This course is ideal for those who are new to housekeeping or for those who would like their skills recognised.

What is this course about?

There are a range of units to choose from including 4 generic mandatory units and 4 optional units. The optional units must be chosen to support your business needs. Examples of units include the following:

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Clean and service a range of areas
- Work using different chemicals and equipment
- Prepare, service and clear meeting and conference rooms
- Collect linen and make beds
- Give customers a positive impression of yourself and your organisation
- Maintain housekeeping supplies

Funding Opportunities

This course may be funded by Train to Gain*

Progression

NVQ Level 3 Hospitality Supervision

Additional NVQs –

other qualifications may enhance an employees skills, such as the NVQ Level 2 Customer Service.



NVQ Level 2 Retail

Who should do this course?

Employees who are involved in either stock storage and order processing, preparing products for sale, merchandising and selling goods, customer service, hygiene and goods movement or a combination of these areas.

Why do this course?

It provides a first insight into the principles and processes of retail and will aid career progression.

What is this course about?

There are a range of units to choose from including 5 mandatory units and 5 optional units. The optional units must be chosen to support your business needs from the following areas:

- Contribute to maintaining a safe and healthy workplace
- Contribute to keeping the workplace secure
- Work effectively in own organisation
- Stock storage and order processing
- Preparing products for sale
- Merchandising and selling goods
- Customer services
- Hygiene and goods movement

Funding Opportunities

This course may be funded by Train to Gain*

Progression

NVQ Level 3 Retail

Additional NVQs –

other qualifications may enhance an employees skills, such as the [NVQ Level 2 Customer Service](#).

Level 3 Award in Hospitality Supervision & Leadership

Who should do this course?

Employees who work in the industry at supervisory level, or those who wish to develop their skills further.

Why do this course?

To improve knowledge and skills, allowing staff to work effectively and efficiently.

What is this course about?

There are a number of units to choose from including 5 mandatory units and 3 optional units from the areas listed below including a range of areas in the hospitality sector. Areas covered by the course include:

- Staff supervision and leadership
- Food preparation and cooking
- Supervision of food and drink service
- Supervision of reception
- Supervision of housekeeping
- Promotion of hospitality services and products

Funding Opportunities

This course may be funded by Train to Gain*

NVQ Level 3 Hospitality (Professional Cookery)

Who should do this course?

Employees who work in the industry at supervisory level, or those who wish to develop their skills further.

Why do this course?

To improve knowledge and skills, allowing staff to work effectively and efficiently. The employee must demonstrate that they can prepare and cook a wide range of food.

What is this course about?

There are a number of units to choose from including 3 mandatory units and 3 routes, from which 9 optional units are selected.

Route include:

- Preparation and cooking
- Patisserie and confectionery
- Professional cookery

Funding Opportunities

This course may be funded by Train to Gain*

NVQ Level 3 Retail

Who should do this course?

Employees who are already competent in a significant variety of retail work activities, for example, senior sales assistants and supervisors/team leaders.

Why do this course?

To improve knowledge and skills, allowing staff to work effectively and efficiently.

What is this course about?

There are a number of units to choose from including 13 mandatory units and 5 optional units. The course covers all duties associated with retail including handling cash and credit transactions, maintain Health & Safety in the work place, receive and check goods upon delivery, stock checking, customer care, process payments for purchases, processing customers to choose between products, displaying stock to attract customer interest and maximising product sales.

Funding Opportunities

This course may be funded by Train to Gain*

Skills for Life

Skills for Life training and qualifications are available to support employees in developing their skills in literacy and numeracy. Not only will this training support activities in the workplace, but also outside of work.

Training can be delivered in a number of ways:

- Alongside another qualification
- As a stand alone course
- In the workplace
- At the College



Professional Development

Continue to develop your business with our range of short courses. Courses can be delivered at a venue of your choice – in the workplace, at the College or an appropriate location.

First Aid Training

First Aid Appointed Person

1 Day

This course includes the practical skills needed by a first aider in the workplace. It is ideal for smaller workplaces that present few health and safety risks, where a nominated or appointed person is required to take charge in the event of an illness or accident. After completing a final assessment, successful candidates receive a HSE approved certificate valid for 3 years.

First Aid at Work

3 Days

This course provides training for the qualification of first aider in the workplace under the guidance of the Health & Safety (First Aid) Regulations 1981. After completing a final assessment successful candidates receive a HSE approved and recognised certificate valid for 3 years.

First Aid Refresher Training

1 Day

First Aid Requalification

2 Days

Health & Safety Training

Manual Handling & Safe Lifting

1 Day

This course is delivered with reference to the Manual Handling Regulations 1992. It is ideal for anyone involved in the physical moving of goods at work. The course is based around the movement techniques and safety for manual staff.

Risk Assessment in Practice

1 Day

This course includes a theory session in the morning and practical sessions in the afternoon where variations and methods of risk assessment are carried out. This training package will enable the tutor to view and discuss the employees own examples of risk assessments.

CIEH Level 2 Award in Health & Safety

This course is designed to provide candidates with an understanding of health & safety to enable them to contribute to management systems. At the end of the course there is an assessment leading to the Level 2 Award in Health & Safety in the Workplace from the Chartered Institute of Environmental Health (CIEH).

CIEH Level 3 Award in Health & Safety

This course is designed to enable candidates to manage Health & Safety by developing auditing and monitoring programmes, designing safe practices and procedures, liaising with enforcement officers, interpreting legal requirements, staff training and risk assessment. At the end of the course there is an assessment leading to the Advanced Certificate in Health & Safety in the Workplace from the Chartered Institute of Environmental Health (CIEH).

Hospitality Training

Accredited Courses

CIEH Level 2 Food Safety

This course is designed to provide candidates with food safety understanding, to enable them to contribute to management systems. At the end of the course there is an assessment leading to the Level 2 Award in Food Safety in the Workplace from the Chartered Institute of Environmental Health (CIEH).

CIEH Level 3

Award in Supervising Food Safety

On successful completion of the course employees will be able to demonstrate knowledge of food hygiene and practice and comply with Food Safety Act legislation regarding appropriate training. At the end of the course there is an assessment leading to the Level 3 qualification from the Chartered Institute of Environmental Health (CIEH).

BIIAB Level 1

Award in Responsible Alcohol Retailing

A comprehensive course for pub and retail managers covering all the major aspects of running a licenced operation.

BIIAB National Certificate in Personal Licence Holders

This course is designed to meet the requirements of the Licensing Act 2003. All new proprietors and licensees are now required to possess this qualification. There are no specific entry requirements although to achieve the licence applicants must be over 18 years and have no criminal convictions.

College Certificated Courses

Barista Skills

Enables staff to gain skills and experience in using Italian espresso machines.

Bar Service Skills

Demonstrates how to prepare and serve a selection of drinks and understand the licensing law in relation to serving customers and preparation of alcoholic beverages.

Food Service Skills

This course includes aspects of service including table layouts, silver service, function service, napkin folding and customer care skills.

Traditional Baking

Demonstrates how to prepare and cook breads, cakes savoury dishes using traditional techniques.

Patisserie & Confectionery

This course includes sugar and chocolate work and a selection of cakes, gateaux, desserts and breads.

HACCAP Awareness

To support your business with "safer food better business", this training session will provide information on critical control points, temperature probing and recording.

