Skills Training for Employees

Fees maybe waivered for employees under the Skills to Advance Employee Development initiative.

Course	**Diploma in Hospitality Supervision and Leadership**
Certification	City and Guilds Level 3 – Diploma in Hospitality Supervision and Leadership (7250)
Cost	This training programme is subsidised through the Skills to Advance funding, companies can receive a subsidy of up to 100% of the course fee which is €940. The level of subsidy is in the form of state aid and depends on various factors relating to your company. CMETB will calculate/advise you on this contribution which may result in no fees.
Duration	34 days tuition
Starts	26th April 2021 (subject to numbers)
Venue	Online
Schedule	• Start Date: 26th April 2021 • 26th April – 14th June: 2 days a week (Monday and Wednesdays – 9.00am – 4.00pm) • Course will pause in July and August • 6th September – 6th December: 1 day a week (Monday) • Course will pause in December • 10th January – 14th March 2022: 1 day a week (Monday) Tutor 1:1 and Individual Learning Plans and Tutorials will be available on Fridays during teaching terms
ENTRY REQUIREMENTS	Applicants must have completed their Leaving Certificate with five O6 grades or five passes pre 2017 or have a QQI Level 4 qualification For mature learners, they must have a minimum 3 years' experience working in the hospitality industry and or recommended by their Employer Must be over 18
Description	The aim of this programme is to equip learners with the ability to work as part of a team in a hospitality and tourism establishment in a leadership capacity, and to provide them with an awareness of how their team leadership contributes towards business success. The programme will enable them to respond appropriately to customer requirements and issues in a professional manner and to be responsible for delivering a positive customer experience. On completion of this programme, learners will be able to: **Set Objectives and provide support for team members (Unit 401)** • communicate a team's purpose and objectives to the team members. • develop a plan with team members showing how team objectives will be met. • support team members identifying opportunities and providing support. • monitor and evaluate progress and recognise individual and team achievement. **Develop working relationships with colleagues (Unit 402)** • Understand the benefits of working with colleagues. • establish working relationships with colleagues • act in a professional and respectful manner when working with colleagues. • communicate with colleagues. • identify potential work-related difficulties and explore solutions

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	Contribute to the control of resources (Unit 403) • Be able to contribute to the control of resources • Understand factors affecting the use of resources • Understand how to contribute to the control of resources **Maintain the Health, Hygiene, Safety and security of the working environment (Unit 404)** • maintain the health, hygiene, safety and security of the working environment • Understand the importance of maintaining the health, hygiene, safety and security of the working environment • Understand how to maintain the health, hygiene, safety and security of the working environment **Lead a team to improve customer service (Unit 405)** • plan and organise the work of a team • provide support for team members • review performance of team members • Understand how to lead a team to improve customer service **Supervise Functions (Unit 408)** • Be able to supervise functions • Understand how to plan functions • Understand how to supervise functions **Monitor and solve customer service problems (Unit 419)** • solve immediate customer service problems • identify repeated customer service problems and options for solving them • take action to avoid the repetition of customer service problems • Understand how to monitor and solve customer service problems **Lead and manage Meetings (Unit 531)** • Prepare to lead and manage a meeting • Chair a meeting • Undertake post-meeting tasks
Assessment	All units will be continuously assessed, and learners will submit assignments as guided by tutor
Notes:	All applicants should have good word processing skills Essential requirements for each participant • PC/Laptop • Reliable internet connection • Speakers and a microphone • Camera/webcam