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business



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Hospitality and Tourism Recovery Programme

FE COLLEGES - LEADING TOGETHER ON CURRICULUM EXCELLENCE



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serc.ac.uk



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src.ac.uk



swc.ac.uk



www.hats.ac.uk



Department for the
Economy
www.economy-ni.gov.uk

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Hospitality and Tourism Recovery Programme

Management and staff across the Hospitality and Tourism sector have been under huge strain since the beginning of the pandemic. As identified by industry representatives, funded by the Department for the Economy (DfE), and delivered in partnership across NI FE Colleges, this free programme has been designed to provide a skills-led approach to supporting managers as they move through the pandemic restrictions into recovery in the year ahead.

The programme at a glance



Management Skills Spotlight Series

- 4 engaging sessions equipping managers with critical skill sets to develop & manage themselves; their staff and; their customers
- Relevant to all management levels working in Hospitality and Tourism
- Online bite-sized sessions throughout April/May
- Free to attend



Leadership and Management Qualification

- Achieve a Level 3 qualification in Leadership and Management
- Designed & contextualised learning for Hospitality and Tourism managers
- Up to 6 online courses available that vary in days/times of learning
- *Fully funded for eligible companies



Technical Skills Series

- 7 focused skills-based learning sessions to support the development of staff with specialist skill sets
- Interactive and designed for the Hospitality and Tourism industry
- Online bite-sized sessions throughout May/June
- Free to attend

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Management Skills Spotlight Series



The Management Skills Spotlight Series is a great opportunity to gain bite-sized learning directly relevant to your industry, your role, and in the work you undertake every day that impacts you as a manager. This series will enable you to build skills, gain knowledge and share experiences with other managers in the Hospitality and Tourism sector. Drawing on the skills and expertise of our guest speakers, industry representatives, as well as college lecturing staff, we will spotlight four key areas:

1. Spotlight on Skills Support

Join Hospitality and Tourism Skills (HATS), Tourism NI and FE Colleges representatives as we explore the impact the pandemic has had on the sector, the way forward and the funding programmes available to build new skills that support you and your staff as industry begins to reopen.

Date

Wednesday 14th April | 11 am - 12.30pm

Register

Find Out More event.webinarjam.com/register



2. Spotlight on Attraction and Retention of Staff

Nichola Daly, Daly Recruitment, Heather Graham, Titanic Belfast and College tutors discuss the recruitment struggles both pre and post pandemic, as well as potential solutions to attract, recruit and retain new staff in the Hospitality and Tourism sector.

Date

Wednesday 21st April | 3pm - 4pm

Register

Find Out More event.webinarjam.com/register



3. Spotlight on Building Resilience

Managers working in Hospitality and Tourism can gain an understanding of how to manage stress in themselves, identify it in others, and build resilience whilst encouraging them to support their mental wellbeing.

Date

Wednesday 28th April | 3pm - 4pm

Register

Find Out More event.webinarjam.com/register



4. Spotlight on Changing Customer Service Needs

Marianne Hood, Marianne Hood Hospitality Solutions explores the impact of the pandemic on the customer, how customer service needs have permanently changed and how you as a manager can identify, respond and successfully meet these needs.

Date

Wednesday 5th May | 3pm - 4pm

Register

Find Out More event.webinarjam.com/register



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Leadership and Management Qualification



Are you interested in developing leadership and management skills, whilst gaining an accredited level 3 qualification? The 6 NI FE Colleges are providing 100 fully funded* places that will support managers to gain skills in leadership, motivation, team dynamics, communication and emotional intelligence, all aligned to the Hospitality and Tourism sector.

Is it right for me?



This course is unique in that it has been developed specifically for managers in the Hospitality and Tourism industry. The level 3 qualification is suitable for individuals who have management responsibilities, but no formal training, and are serious about developing their abilities. This qualification particularly supports practicing team leaders and managers who need to lead people through organisational change.

How is this course delivered and assessed?



Courses are delivered online. You will need access to a computer or laptop with internet. You must be available to attend all online sessions. To achieve the level 3 qualification, you will need to complete two short assessments.

Is my business eligible for this programme?



*The course is fully-funded through the Skills Focus programme. To qualify for this programme your business must be based in Northern Ireland and have fewer than 250 employees. Since the EU Exit, service sector businesses are now subject to a subsidy declaration. Community Groups and Charities are not eligible for this programme.

Start and End Date	Awarding Body	Structure of Delivery	Contact Details
27th April – 8th June	Institute of Leadership and Management	Tuesdays 10.00am – 1.00pm	Nicola Quinn ✉ Nicola.quinn@swc.ac.uk ☎ 028 8225 5223
5th May – 16th June	Institute of Leadership and Management	Wednesdays 9.30am – 3:15pm	Margaret McNamee ✉ mcnameemt@src.ac.uk ☎ 028 3839 7860
10th May – 14th June	Institute of Leadership and Management	Mondays 9.30am – 1.30pm	Margaret McCabe ✉ mmccabe@belfastmet.ac.uk ☎ 0777 322 5286
11th May – 1st June	Institute of Leadership and Management	Tuesdays 9.00am – 1.00pm	Kevin Doherty ✉ kevin.doherty@nwrc.ac.uk ☎ 0744 201 2093
13th May – 17th June	Chartered Management Institute	Thursdays 9.30am – 12.30pm	Cheryl McNeill ✉ Cheryl.mcneill@nrc.ac.uk ☎ 0797 101 9957
1st June – 24th June	Chartered Management Institute	Tuesdays and Thursdays 9.00am – 12.30pm	Debbie Scott ✉ dscott@serc.ac.uk ☎ 078 999 58204

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Technical Skills Series



Throughout May and June, NI FE colleges will be offering a range of online skills-based learning sessions to support managers and/or their staff in specialist, bespoke skill areas.

1. Using AR & VR Technologies for Tourism Businesses

Focusing on the use of Art Beamer as a sales tool, the FYUSE app, and establishing your own VR Art Gallery/Retail Space.

Date

Thursday 6th May | 9.30am - 10.30am

Contact

 mcnameemt@src.ac.uk
Margaret McNamee  028 3839 7860



2. Cut it, Cook it, Quaff it

Butchery Skills in unusual and cheaper cuts of meat, how to cook them and match wines, all to maximise profit margin.

Date

Monday 10th May | 6pm - 8pm

Contact

 mcnameemt@src.ac.uk
Margaret McNamee  028 3839 7860



3. Baking and Patisserie Skills for Industry

Live interactive demonstration of skills including: breads; pastry products; desserts; presentation of products.

Date

Wednesday 12th May | 9am - 1pm

Contact

 leyonia.davey@nwrac.ac.uk
Leyonia Davey  077 339 13025



4. The Art of Cocktail Making

Shake up your cocktail skills, refine your craft & learn how to create & mix cocktails like a pro, with expert mixologist Ashley Douglas.

Date

Wednesday 19th May | 1pm - 5pm

Contact

 Cheryl.mcneill@nrc.ac.uk
Cheryl McNeill  079 710 19957



5. Birds, Boning and Brines

This masterclass will focus on the skills and techniques used to utilise poultry to inspire restaurant dishes.

Date

Thursday 20th May | 9.30am - 12.30pm

Contact

 dscott@serc.ac.uk
Debbie Scott  078 999 58204



6. Chocolatier Workshop

This masterclass will improve your understanding of chocolate and to upskill on chocolate techniques, moulding, ganache, and chocolate flowers.

Date

Thursday 27th May | 9.30am - 12.00pm

Contact

 dscott@serc.ac.uk
Debbie Scott  078 999 58204



7. Introduction to Podcasting for Tourism Businesses

An overview of how to create a podcast including; recording, editing, producing, promotion and distribution.

Date

Thursday 3rd June | 9.30am - 10.30am

Contact

 mcnameemt@src.ac.uk
Margaret McNamee  028 3839 7860



*Some sessions may be recorded.

**Some sessions require ingredients and prep prior to the session commencing.

***Places on courses are limited. Course dates are subject to change. Minimum numbers will be required before a course will run.