

TEAM LEADER/ SUPERVISOR

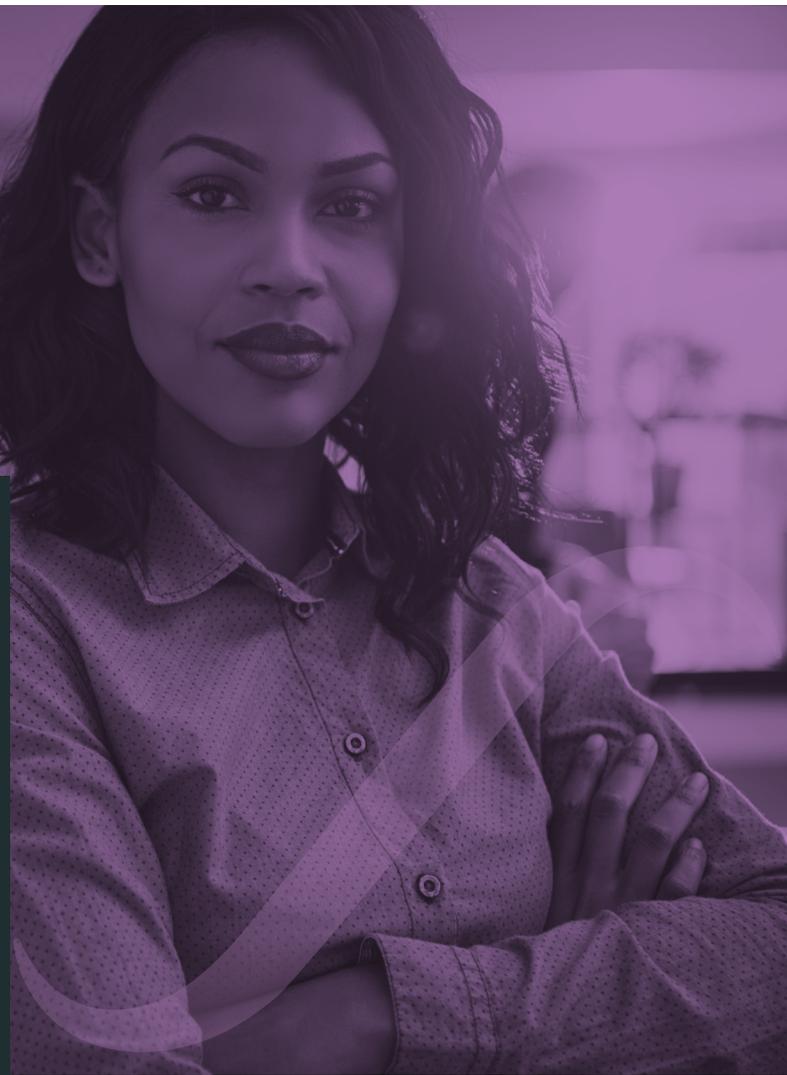
This training programme provides an upskilling opportunity that can support career progression within the industry. It is ideal for management staff with responsibilities including supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources or delivering operational plans.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 3
- Duration - 18 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviours relevant to the job role
- Level 2 Functional Skills where appropriate
- End-Point Assessment



Call: **01388 777 129**

Email: **training@learningcurvegroup.co.uk**

Visit: **www.learningcurvegroup.co.uk**

The learner journey

1. 18 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in 20% off-job training

2. Gateway – After the 18 months teaching and learning, you, your training provider and the learner will review the learners's journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when the learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through a scenario-based knowledge test, a competency-based interview, an evidence-based portfolio, and a professional discussion relating to

How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Talent Coach who is there to guide them through their training programme. As well as their Talent Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners's End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

What your employees will learn

Knowledge:

Recognise customer profiles in hospitality and how customers have different needs; know the business vision and values, its main competitors, how it fits into the wider hospitality industry and how own area of work contributes to achieving business targets; understand the importance of using appropriate methods of communication that are suitable for different situations and individuals' needs in a variety of hospitality contexts

Skills:

Use clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs; perform activities to positively promote business/brand standards and identify opportunities to increase sales and achieve customer expectations; communicate accurately and effectively with others in line with business culture to achieve the best results according to the situation

Behaviours:

Proactively support the reputation of the business and be aware of how it compares with its competitors; take a friendly and outgoing approach and enjoy talking and interacting with others; take feedback from customers seriously and actively improve own customer service in line with business/brand standards

Call: **01388 777 129**

Email: **training@learningcurvegroup.co.uk**

Visit: **www.learningcurvegroup.co.uk**