



## Maiyango Apprenticeship in Professional Cookery

In the last five years, boutique hotel and restaurant, Maiyango has grown from a restaurant to hotel and now also provides conference and banqueting services and as a result is expanding its premises.

There are currently four catering apprentices working at the company. Operations Director, Philip Sharpe, said: "We like to take on apprentices because it means we can mould them to our high standards and we find working with young people is really rewarding. Having enthusiastic young people working with you makes all the difference."

# Hospitality and Food

**Combining the need for first class service and efficient, cost effective production, the skills needs of the UK hospitality and food manufacturing industries continue to grow, despite the economic downturn.**

Ongoing training is vital to support continued growth as a quarter of hospitality businesses report their staff are not sufficiently proficient to meet the needs of their business.

We can provide the advice and support to help you get the most out of your staff and identify any training requirements that they may have.

We also provide training for employees in front of house service and manufacturing roles, both in vocational and general business skills such as IT, customer service, leadership and essential skills in English and maths.





## Hospitality and Food Apprenticeships and Advanced Apprenticeships

Course Code: See below      Fees 3  
Start Date: Flexible

For employees who are beginning a career within the Hospitality or Food Manufacturing industries, Apprenticeships and Advanced Apprenticeships offer the perfect starting point to gain skills and qualifications which are vital to your business.

### What is the training about?

An Apprenticeship is a work based training programme which allows employees to complement the skills that they learn, develop and use within the workplace with theoretical knowledge gained at College or on the job.

### Who should attend?

Apprenticeships are suitable for new entrants to the industry and who have a job role which enables them to demonstrate required work tasks.

### What routes are available?

**Cleaning Support** – Advanced Apprenticeship A8867

**Food Production** – Apprenticeship A9412

**Hospitality** – Apprenticeship A6615

**Hospitality** – Advanced Apprenticeship A6617

**Professional Cookery** – Apprenticeship A6616

**Professional Cookery** – Advanced Apprenticeship A6618

### Training outcomes

On completion employees will achieve:

- an NVQ in their chosen occupation (NVQ level 2 for Apprenticeships and NVQ level 3 for Advanced Apprenticeships)
- technical skills relevant to their job role and level of work
- Functional Skills in English, maths and ICT
- workplace health and safety knowledge.

### Duration

Apprenticeships typically take 9 to 12 months to complete. Advanced Apprenticeships typically take 12 to 18 months to complete.

### Assessment

Employees should demonstrate competence across various work-based tasks and compile a portfolio of evidence. They will be visited at work for assessments and portfolio building.

### Progression

Employees can progress from the Apprenticeship to the Advanced Apprenticeship. From the Advanced Apprenticeship, employees may wish to consider higher education.

If you are an employer looking to recruit an Apprentice, we can provide you with access to a pool of potential employees. Please call 0116 224 2240 for more details.

## Bakery level 2 Diploma

Course Code: A8994      Fees £650  
Start Date: 5 September 2011

### What is the training about?

It develops the practical and theoretical skills necessary for successful employment in the Bakery industry. The bakery qualification has various pathways covering bakery production and confectionery lines. Employees will train in our new Food Manufacturing Innovation Suite which has been specifically designed for this industry.

### Who should attend?

Employees who are working as an operative in a bakery.

### Training outcomes

Employees will cover all aspects of the bakery industry with a high proportion of practical skills development along with units about principles of working in food manufacturing and workplace food safety.

### Duration

14 hours per week for 36 weeks.

### Assessment

Continuous assessment and exams.

### Progression

Employees can progress onto an Advanced Apprenticeship in bakery or advance to skilled employment within the bakery industry or food manufacturing bakery sector.

## About our fees

- ① For training marked with this symbol, the price will depend on the funding available. Please call 0116 224 2240 for more details.
- ② Costs for training with this symbol are variable dependent on the number of delegates, venue etc. Please call 0116 224 2240 for more details.
- ③ Costs for training with this symbol are dependent on employee's age. Please call 0116 224 2240 for more details.



## Customer Service level 2 Certificate

Course Code: A6646  
Start Date: Flexible

Fees 1

### What is the training about?

It embeds advanced customer service skills from preparing to deliver customer service through to developing the rules and regulations in a customer service role. There are a range of optional units to choose from.

### Who should attend?

Employees who deliver customer service, either face-to-face or over the telephone.

### Training outcomes

On completion, employees should have greater confidence and ability to deliver a high quality service to customers. They will have a greater understanding of their organisation's procedures, their role and good practice in customer service.

### Duration

Six to 12 months.

### Assessment

Continuous assessment.

### Progression

Successful completion allows progression to an Advanced level 3 customer service course with additional units or the chance to advance to supervisory positions in customer service, or into similar customer service roles within other organisations.

**“561 employers said  
Leicester College was  
their first choice for  
training”**

Employer Survey 2011



## Food Manufacturing level 2

Course Code: A6633  
Start Date: Flexible

Fees 1

### What is the training about?

It has several pathways that cover all the processes of Food Manufacture. The pathways are flexible to account for people working in large food automated establishments.

The training is tailor made to suit the employer's needs and is completely based at the employer address at a time convenient to the employer and employees concerned. An assessor will visit employees on a regular basis to carry out workplace assessments, as they must show occupational competence. In addition to this the assessor will spend one-to-one time with a employee to offer valuable advice and guidance.

### Who should attend?

Employees will need to be working within the Food Manufacturing industry.

### Training outcomes

Depending on whether the employee follows the Award, Certificate or Diploma there are set numbers of units that are mandatory and generic to the food industry and additional units from optional groups.

### Duration

Six to 12 months.

### Assessment

Continuous assessment.

### Progression

Successful completion allows progression to Food and Drink Manufacture award level 3 certificate or to advance within the Food Manufacturing industry to a team leader or supervisory position.

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## Food Manufacturing level 3

Course Code: A6643  
Start Date: Flexible

Fees 1

Duration: 12 to 18 months

### What is the training about?

It is aimed at employees who are working at a Supervisory/ Management level to enhance personal development.

### Who should attend?

It is intended for those working at a supervisory level within the Food manufacturing industry.

### Training outcomes

It encompasses all of the advanced processes within food and drink manufacturing operations including:

- controlling and maintaining quality within integrated manufacturing operations
- resolving problems in integrated manufacturing operations
- maintaining and improving Health and Safety within the workplace
- maintaining and improving hygiene within the workplace
- contributing to the achievement of organisational and personal goals
- providing information and advice for action towards organisational objectives.

### Duration

12 to 18 months.

### Assessment

Continuous assessment.

### Progression

Successful completion allows progression to a level 4 food technology or equivalent depending on the employee's job role and responsibilities.





## Food Safety in Catering (Group) level 2 Award

Course Code: A1247  
Start Date: Flexible

Fees 2

### What is the training about?

Current legislation requires all food handlers to have some form of food hygiene training. Food poisoning is usually caused by negligence or ignorance, and education of all food handlers is regarded as one method of tackling the issue.

### Who should attend?

This training is relevant to any employee whose job involves food handling.

### Training outcomes

It includes Introduction to food safety, the law, food safety hazards, temperature control, food handlers, food storage, cleaning, premises and equipment.

### Duration

One day.

### Assessment

At the end of the training there is a multiple-choice test.

### Progression

Successful completion allows progression to the Food Safety Supervision for Manufacturing level 3 Award or the award in Hazard Analysis and Critical Control Points (HACCP) principles.

## Food Safety Supervision for Manufacturing (Group) level 3 Award

Course Code: A4803  
Start Date: Flexible

Fees 2

### What is the training about?

It is designed to equip employees in a supervisory position with adequate knowledge, to ensure that their company operates in a hygienic and efficient manner.

### Who should attend?

Employees should be competent to Foundation level in Food Safety or equivalent.

### Training outcomes

Outcomes include: terminology, supervisory responsibilities, legislation, food safety hazards, bacteriology, temperature control, design, waste disposal, cleaning, pest control, personal hygiene, staff training, food safety management systems and tools, food and storage.

### Duration

9am to 5pm for three days per week.

### Assessment

Assessment is examination based.

### Progression

Progression to the Chartered Institute of Environmental Health (CIEH) Advanced Certificate in Food Safety.

## Food Manufacturing Innovation Suite

Leicester College's Food Manufacturing Innovation Suite is available for companies to use for product development. It comprises a development kitchen, bakery, butchery, food manufacturing and food production facilities. The state-of-the-art suite allows companies to try out new products in small quantities and practice production runs. Companies can also access staff training in a range of disciplines within food manufacturing, production and innovation.

## Hire the Suite

The Food Manufacturing suite can be hired out for training, staff development days, events and product development. Rates start from as little as £395 per day.

Please call us on 0116 224 2240 or email [info@leicestercollege.ac.uk](mailto:info@leicestercollege.ac.uk) for further information.



## Food Safety in Catering level 2 Award

Course Code: A6770  
Start Date: Flexible

Fees £60

### What is the training about?

All employees who work with food for public consumption are required by regulation to have the appropriate level of training. This training covers the main principles of food safety and is ideal for supervisors, head chefs and all who want an accredited qualification.

### Who should attend?

It is for those whose job that involves food handling.

### Training outcomes

Outcomes includes: introduction to food safety, the law, food safety hazards, temperature control, food handlers, food storage, cleaning, premises and equipment, pest and waste control, food safety management systems, preservation and food handling.

### Duration

One day, 9am to 5pm.

### Assessment

At the end of the training there is a multiple-choice test.

### Progression

level 3 Award in Food Safety or level 3 Award in Hazard Analysis and Critical Control Points (HACCP) Principles.

**"A very good College,  
with many outstanding  
features"**

Ofsted Inspection January 2011

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## HACCP Food Manufacturing (Group)

HACCP – Hazard Analysis and Critical Control Point

Course Code: A6120  
Start Date: Flexible

Fees 2

### What is the training about?

Current legislation requires all food handlers to have some form of food hygiene training. Food poisoning is usually caused by negligence or ignorance, and education of all food handlers is regarded as one method of tackling the issue.

the content of the training includes introduction to food safety, the law, food safety hazards, temperature monitoring, refrigeration, chilling and cold holding, cooking, hot holding and re-heating of foods, food handlers, food storage, cleaning, premises and equipment.

### Who should attend?

This training helps people who are responsible for implementing and monitoring HACCP in the workplace.

### Training outcomes

Upon conclusion delegates should have gained an understanding of the HACCP procedure in terms of identifying hazards, putting in place critical control points and monitoring to prevent food poisoning.

### Duration

Seven hours per week for three weeks.

### Assessment

Continuous assessment and exams.

### Progression

level 4 Award in Food safety which is aimed at managerial level.

