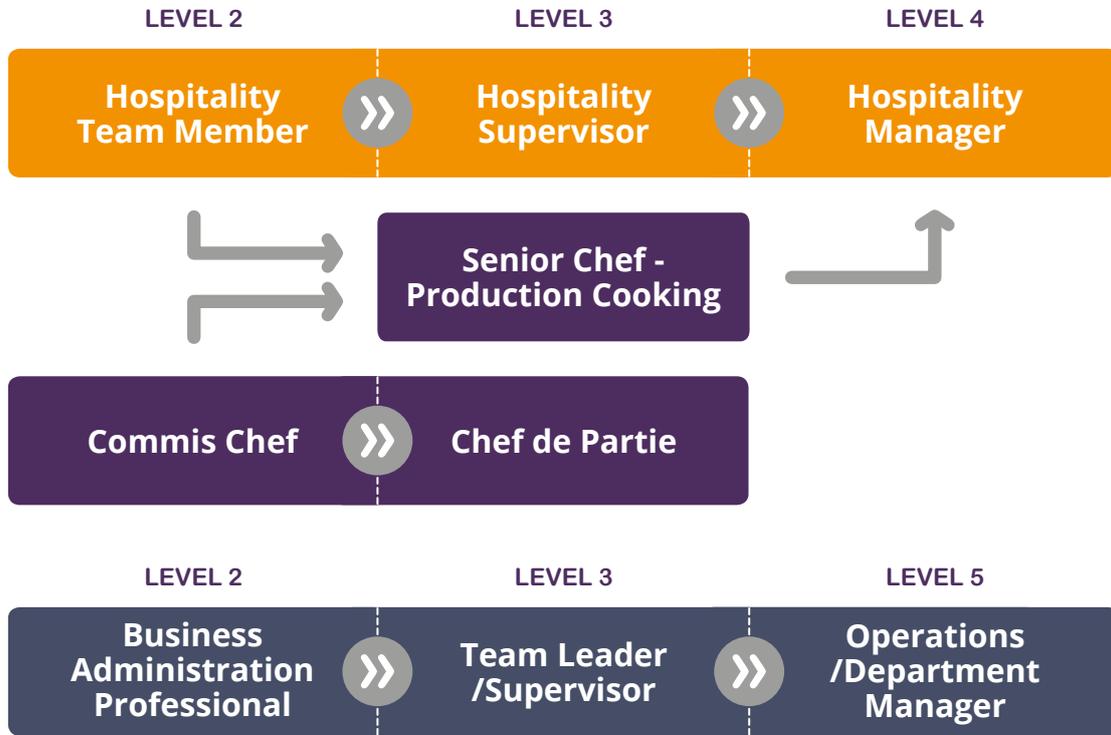


# Consultancy Services and Short Courses





# Our Apprenticeship Programmes



Hospitality Team Member, Supervisor and Managers has a Specialist Area:

Food & Beverage Service, Food Production, Barista, Concierge & Guest Services, Housekeeping, Reception, Reservations, Conference & Event Operations.

LEVEL 6&7

Degree Apprenticeships

- Hospitality Team Member Apprenticeships
- Culinary Apprenticeships
- Business & Management Apprenticeships

## Additional Short Courses



English for Speakers of other languages



Functional Skills for Non-Apprentices



Food Safety and Health and Safety Level 2/3/4

Contact us to find your course!

For more information or to apply contact us:

Umbrella Training Ltd

☎ 0333 577 2557

✉ [info@umbrellatraining.co.uk](mailto:info@umbrellatraining.co.uk)

🌐 [www.umbrellatraining.co.uk](http://www.umbrellatraining.co.uk)

🐦 Tweet us...

@UmbrellaTES

#ComeUnderOurUmbrella

#LearnSomethingNew





# Consultancy Services

Umbrella Training Ltd is able to offer a wide range of consultancy services. Our consultants have worked with us for over 10 years across a broad range of sectors so we can guarantee a high-quality service tailored to meet business needs.

## Our partnership approach to consultancy assignments:

- Free initial meeting(s) to formalise brief
- Detailed written proposals with full costings breakdown
- Clear measurable objectives with milestones and performance indicators
- Partnership approach, gaining commitment at all stages
- Assignments completed to specification and on time
- Free final report and presentation

## Our specialist consultancy services include:

- Equality and Diversity
- HR Consultancy
- Designing Tailored Management Development Programmes
- Hospitality Business Improvement Consultancy
- Register of Apprenticeships for Employer (Employer Provider) – including application and consultancy to set up.



# Leadership and Short Management Courses

Umbrella Training Ltd can offer a range of one or two day short courses that can be tailor-made to include organisational policies, practice and case studies to reflect any internal needs. Each of the programmes listed aims to develop specific skills and knowledge that can be transferred into the workplace the next day.

## Listed below are some of the most popular short courses Umbrella - Training Ltd delivers:

- Leadership and Motivation
- Assertiveness at Work
- Performance Management
- Recruitment and Selection
- Emotional Intelligence
- Managing Change
- Managing Diversity
- Developing Effective Teams
- Leading High Performing Teams
- Inspirational Leader
- Communication at Work
- Equal Opportunities and the Law
- Cultural Awareness
- Producing Team Results
- Coaching and Counselling Staff
- Staff Development Skills
- Mentoring
- Customer Service
- Business Planning
- Team Building
- Delivering Successful Team Briefings
- Leading Change Programme

Umbrella Training Ltd will be happy to design and deliver other courses not mentioned above around management, customer service and human resource development topics.





# Train the Trainer

Umbrella Training Ltd can offer a range of in house “Train the trainer” programmes and qualifications.

Having worked with over 50 departmental trainers in the past year only, our consultants are highly skilled and experienced at empowering others to become effective at delivering learning solutions.

For organisations who want to deliver large training programmes or courses in-house, Umbrella Training Ltd can design and customise a programme, then train your in-house staff to deliver it. This approach is a popular and cost effective option for many of our clients.

## Benefits include:

- Developing in house capacity and expertise
- Professional quality training materials with unlimited usage
- Save money on delivery by external consultants

In addition to our Train the Trainer programmes Umbrella Training Ltd can also offer trainer development programmes leading to nationally recognised Learning and Development qualifications.



# End Point Assessor

## *Training and Qualification*

EHAP provides businesses with the opportunity to train managers and supervisors to become end point assessors. This not only brings new skills to the workforce but ensures for a robust apprenticeship programme within the organisation.

Ideal candidates for this development are competent professionals who have held a senior role for more than three years and have current expertise which matches the new apprenticeship standards.

## Undertaking End-Point Assessment

### Highfield Level 3 Award in Undertaking End-Point Assessment (RQF)

The objective of this qualification is to support a role in the workplace as it will provide specific knowledge and skills for those who plan to undertake end-point assessment processes and practices. It is designed to support those who have sector competence within the areas of approved apprenticeship standards and who would like to gain a more specialised understanding of end-point assessments processes and practices.

This qualification has been designed to cover assessment methods that are used in the majority of assessment plans for approved apprenticeship standards. This includes knowledge tests, professional discussions, practical observations and work projects.

### How long will it take me to achieve this qualification?

The total qualification time for this qualification is 60 hours and of this 24 hours are recommended as guided learning hours. TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

### How is the qualification assessed?

This qualification is assessed by a portfolio of evidence which must cover all assessment criteria.





# Customer Service Training & Consultancy

Umbrella Training Ltd has a wealth of experience working across the field of customer service development. We design and implement customer service standards, deliver tailored programmes and work with individuals to achieve Customer Service Qualifications. We can offer a range of consultancy to help businesses provide excellent customer service to their clients.

Umbrella Training Ltd can design and deliver customised customer service training to in-house groups. After attending customer service training programme, your employees will be able to identify and implement improvements to service delivery, develop and follow customer service standards and procedures. They will be able to provide excellent customer service by exceeding customers' expectations.

Our wide selection of customer care consultancy services ranges from mystery shopper, staff and customer satisfaction surveys to helping develop and implement customer service improvement strategies.



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