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ESSENTIALSPLUS OFF-THE-SHELF ELEARNING

It doesn't always have to be a bespoke solution – we know that. **At City & Guilds Kineo** our elearning services include an off-the-shelf, multi-device training that we call 'EssentialsPlus'.

Available as standalone modules and with the option of using your existing LMS – if you already have one – or as a complete solution using our MyEssentialsPlus hosted platform if you don't: EssentialsPlus has been designed with your organisation and employees in mind.

Built using the Adapt Learning Framework, your learners can access the off-the-shelf elearning on multiple devices; and with Kineo's design expertise and content endorsed by City & Guilds, they're not only some of the best value, but also the best quality ready-to-go elearning courses you can buy.



WHAT'S INCLUDED?

CONTENT AND PLATFORM
READY WHEN YOU ARE



- **Leadership** and Management: Ensure your managers and leaders are able to lead their teams effectively
- **Compliance** and Onboarding: Get your new starters and existing staff fully compliant with industry and regulatory standards in no time.
- **Effective** Trainer Development: Help your trainers, coaches and mentors to get the most out of your staff with effective training methods and strategies.
- **Hospitality** and Catering: Upskill and refresh your employees on the risks and responsibilities associated with handling food.
- **MyEssentialsPlus**: Ready to go with our new hosted Learning Management System.

If you need a ready-to-go learning suite that your learners can access anytime, anywhere, we believe there's no better value solution on the market. EssentialsPlus offers businesses and employers:

- content and endorsement from **City & Guilds**, the leader in education skills – so you can be assured of the learning quality, backed by our seal of approval
- design from the leader in elearning, **optimised for desktop, tablet and smartphone** – so access and engagement are top class, leading to a better learning experience
- built using **Totara LMS**, a leading global Hosted Platform and learning portal solution that has over 7 million users globally
- **guided Revision functionality** – providing learners with a tailored learning journey back through content they need to revise, improving compliance results and creating a better user experience
- **accessibility standards** – designed with ALL of your employees in mind, EssentialsPlus modules meet **WCAG 2.0** 'AA' Accessibility Standards
- an on-demand service that your learners can **access anywhere, anytime** via **MyEssentialsPlus** – creating an efficient learning and reporting experience without the cost of a full learning management system (LMS).

Pricing

We have developed an innovative pricing model to suit all sizes of organisation. It takes into account a range of factors to ensure a small company only pays for what it needs, whilst a large company can benefit from economies of scale.

Contact us using the details below or find out more by visiting

www.kineo.com/services/ready-to-go-learning

MYESSENTIALSPLUS HOSTED PLATFORM

MyEssentialsPlus is your multi-device learning portal – ready to go wherever and whenever you are.

MyEssentialsPlus is our new web-based hosted platform, offering your organisation a range of benefits, including:

- streamlined reporting functionality
- built using Totara LMS, a leading global LMS and learning portal solution that has 7 million users globally
- significant cost-savings traditional classroom training and purchasing a new Learning Management System
- accessible for all learners, meeting WCAG 2.0 'AA' Accessibility Standards
- optional personalisation of the platform with your organisation's logo.

To meet the needs of today's multi-device culture, the platform is fully optimised for desktop, tablet and mobile, offering employees the flexibility to complete their learning at a time and place that suits them, on a device of their choice.

You can populate MyEssentialsPlus with any EssentialsPlus courses that fit with your organisational requirements, making it your employees' access point for elearning. And all of this can be deployed to your organisation in a day!

Reporting Functionality

With MyEssentialsPlus, you can generate reports on:

- user access
- learner allocation
- users' progress.

**"EASY TO NAVIGATE,
AND INTERACTIONS
ARE EMBEDDED
SEAMLESSLY INTO THE
MODULES, GIVING THE
LEARNER, CONTROL
WITH EASE OF
ENGAGEMENT AND A
FLOW TO LEARNING."**

LEARNING LIGHT



COMPLIANCE & ONBOARDING ELEARNING

Get your new starters and existing staff compliant with regulatory legislation and standards in no time and without the yawning with our Compliance and Onboarding EssentialsPlus range.

As part of your onboarding programme, you need to ensure that your new starters are compliant with the latest legislation. Avoid subjecting them to 'tick box training' and instead focus on courses that help to develop awareness and compliant behaviours from the outset, reducing risk for your organisation.

Modules available within the Compliance and Onboarding range are:

- Anti-Money Laundering
- Bribery Act
- Data Protection
- Equality and Diversity for Employees
- Equality and Diversity for Managers
- Freedom of Information
- Health and Safety

Breaking down key objectives into bite-sized learning, EssentialsPlus provides

an engaging and cost-effective way of getting your employees up to speed with the latest legislation and adding value to your organisation. And we don't 'lock down' the learning so your employees are able to decide when they do each section, giving them control over their learning.

The assessments for all EssentialsPlus modules are randomly selected from a pool of multiple choice questions. Once they have completed the assessment, if learners haven't met the 100% pass rate, they will be taken back through the

specific topics that they need to revise using the Guided Revision Functionality.

Modules within the Compliance and Onboarding range are available individually or as part of a wider bundle, and can either be hosted on our new learning platform, MyEssentialsPlus, or loaded onto your existing SCORM enabled LMS.





ANTI-MONEY LAUNDERING

Money laundering can occur at any level, in any sector, and is often very difficult to recognise when it is happening. With our help your employees will gain a thorough knowledge of Anti-Money Laundering, getting them up to speed on what suspicious behaviour looks like and how to respond to it.

With over 300,000 reports of suspected money laundering submitted to authorities in the UK in 2014, Anti-Money Laundering is a serious issue for businesses of all sizes. Organisations who fail to follow the money laundering regulations may be subject to penalties and prosecution by the HMRC, and individuals responsible for failing to report a suspicion of money laundering by another individual can be given a maximum penalty of 5 years imprisonment.

All organisations subject to money laundering regulations are expected

to establish policies and procedures to ensure that employees are fully aware of the law, helping them to prevent and identify potential money laundering activities. Suitable money laundering training for staff will help to clarify individual responsibilities as well as giving a clear answer to the question, "What is money laundering?".

Our 30 minute EssentialsPlus Anti-Money Laundering module will provide your employees with the key skills they need to recognise Money Laundering taking place and what action to take if witnessed.

After completing the module, your employees will be able to:

- **identify** what money laundering is and how it works
- **identify** the role of the Financial Conduct Authority (FCA), the National Crime Agency (NCA) and the 2007 Money Laundering Regulations
- **identify** what behaviours may indicate money laundering activity
- **identify** what actions are expected of staff to prevent money laundering
- **identify** what you can and can't do when you have identified suspicious behaviour.

The assessment for this module consists of 10 questions that are randomly selected and ordered from a pool of multiple choice questions. If learners

don't meet the 100% pass rate, they will be taken back through the specific topics that they have struggled with, using our Guided Revision Functionality.

ANTI-BRIBERY

As an employer it is vital that you make sure your staff are up to speed on the Bribery Act 2010 and the implications of the legislation for them and your organisation.

As a business in the UK, it's essential that your organisation has adequate procedures in place to prevent bribery. The correct protocols and procedures will reduce the likelihood of your employees falling foul of the legislation by improving their knowledge and awareness. In the unlikely event that a member of staff does commit an offence, training that is proportionate to the level of risk in your organisation will help to provide a defence in an investigation.

Failure to prevent bribery can result in fines of up to 10% of turnover and being barred from tendering for European Union public contracts.

This 60-minute module will give managers and employees of all levels a better understanding of the Bribery Act 2010 and its application in the workplace.



Once they have completed the module, managers and employees will be able to:

- **identify** key aspects of the Bribery Act 2010
- **identify** the four main offences
- **identify** the responsibilities under the Act
- **identify** the impact of the Act in the workplace
- **identify** whether an offence has occurred and which category of offence.

DATA PROTECTION

With the amount of personal data being held by organisations dramatically increasing, it has never been more important to make sure your employees are aware of their responsibilities when handling data and the implications of the Data Protection Act.

Originally introduced in 1998, the Data Protection Act was established to protect an individual's personal information, ensuring that it isn't misused in any way.

We all have rights and responsibilities under the Act. In particular, individuals responsible for using data must follow the data protection principles from the moment they receive the data until the point at which it has been returned or securely destroyed.

The Act is regulated and enforced by the Information Commissioner's Office (ICO), which maintains guidance relating to the Act. Action taken by the ICO against organisations found to be breaching the Data Protection Act include criminal prosecution, non-criminal enforcements and audits. The ICO can also choose to serve the data controller with a fine.

Our new 60-minute Data Protection module will give your employees an understanding of how personal data should be stored and increase their confidence in data handling.

Once your employees have completed the module, they will be able to:

- identify the basics of Data Protection
- list different types of data
- follow the 8 principles of Data Protection
- identify the impact of breaking the Act
- identify exemptions within the Act.

EQUALITY AND DIVERSITY FOR EMPLOYEES

As an employer, you have a legal obligation to ensure that your staff fully understand their responsibilities for equality, diversity and preventing discrimination.

The Equality Act became law in the UK in 2010, replacing previous legislation with a more modern approach to combatting unfair disadvantage and discrimination. When it comes to the workplace, the Act makes it clear for both employers and employees what their rights and responsibilities are in following the law and creating a diverse and harmonious work environment.

As an employer, you have a legal 'duty of care' for all members of staff, ensuring that all reasonable actions are taken to put an end to bullying and harassment. Both employers and

employees can be answerable and liable for misdemeanours if they breach the Equality Act.

We've made it easy for you to ensure all of your employees are on track with our new EssentialsPlus Equality and Diversity modules.

Equality and Diversity for Employees is a 60-minute training course for employees at all levels, providing them with an understanding of equality and diversity and how this applies to the workplace environment.

After completing this module, your employees will be able to:

- identify key aspects of the Equality Act 2010
- know the difference between equality and diversity
- identify direct and indirect discrimination
- know rights and responsibilities under the Act
- spot discrimination in the workplace.

EQUALITY & DIVERSITY FOR MANAGERS

As an employer, you have a legal obligation to ensure that your staff fully understand their responsibilities for equality and diversity. And, as vital agents for change, this training is even more necessary for your managers.

It's important that your managers treat their team members as individuals, as a universal approach won't always lead to equal opportunities for everyone. Instead they must learn to be unbiased, adjustable and inclusive in order to facilitate each person, helping them to make their best contribution to the organisation.

Properly trained, managers can play an instrumental role in anything from recruiting a diverse workforce to helping avoid costly employment tribunals

through appropriate management of equality and diversity in the workplace.

We've made it easy for you to ensure your managers are on the right track with our new EssentialsPlus Equality and Diversity for Managers training.

Equality and Diversity for Managers is a 30-minute training course that will give your leaders a greater understanding of equality and diversity, and how this applies to their role as a manager in the workplace.

After successfully completing this module, managers within your organisation will be able to:

- explain the organisational responsibilities and liabilities under Equality legislation, including the importance of the manager's role in leading the way on good practice
- identify and understand the types of language and behaviour that support commitment to equality and diversity, and those that can lead to unlawful discrimination
- understand how equality and diversity can impact on recruitment, retirement and redundancy.

FREEDOM OF INFORMATION

The implications of the Freedom of Information Act in the workplace can be difficult to comprehend. But there are many instances when it will be crucial for your employees to have an understanding of the law and the role that they play in helping your organisation to remain compliant.

Introduced in the UK in 2000, the Freedom of Information Act provides individuals with the right to access information held by public authorities such as government departments, local authorities, the NHS, state schools and police forces. The Act covers any recorded information held by a public authority in England, Wales and Northern Ireland and is regulated by the Information Commissioner's Office.

The core principle of the Act is that, subject to there not being a good reason for information to remain private, the public are entitled to know about the activities of public authorities. There are approximately 120,000 requests made per year to organisations covered by the legislation.

By the end of this 60-minute module your employees will have a better understanding of what the Freedom of Information Act is and how it is applied in the workplace.

By the end of the module your employees will be able to:

- **describe** the Freedom of Information (FOI) Act and know who it applies to
- **identify** the types of information that are and are not covered by the FOI Act
- **identify** how the FOI Act affects them and your organisation
- **outline** how organisations should respond to requests
- **identify** when organisations can refuse requests.

HEALTH & SAFETY

Health and Safety laws are designed to protect you, your staff and the public from accidents in the workplace. To help ensure your employees understand their responsibilities, we've developed Health & Safety training as part of our EssentialsPlus range.

Health & Safety laws apply to all businesses and breaching the legislation can lead to a criminal conviction. As an employer, you are responsible for the application of health, and safety in your organisation and your employees are entitled to work in an environment where the risks are properly managed.

Workers also have a duty to take care of their own health and safety and that

of others who may be affected by their actions. Individuals who do not comply with their employer's Health & Safety policy could be personally prosecuted.

Health & Safety EssentialsPlus will give your employees a better understanding of health and safety legislation and its application in the workplace. Our 120-minute programme is split into three different sections.

After completing section one your employees will:

- have a knowledge of current health and safety legislation and how it is applied in the workplace
- describe what is involved in conducting a risk assessment
- list what is involved in fire safety precautions.

By the end of module two your employees will be able to:

- explain how incorrect usage of Display Screen Equipment (DSE) can affect your health and know how to use it correctly
- state what is required to prevent slips and trips and working from heights
- explain how manual handling should be done correctly in order to avoid injury
- outline how COSHH regulations impact health and safety at work
- state what is required to prevent accidents and injuries caused by incorrect use of workplace transport.

After completing the third and final section, your employees will be able to:

- outline the negative impact of stress and how it can be managed
- list what equipment is required when working at home
- describe what is required for Health & Safety concerning electricity, temperature and lighting
- describe how noise can damage hearing and what you can do to protect your hearing
- specify what is required if you are driving or working off-site.

SAFEGUARDING YOUNG PEOPLE FROM HARM, ABUSE AND EXPLOITATION

Whether you are an employer, learner or colleague is it vital to be able to identify abuse, harm and exploitation, and more importantly to act upon it appropriately. This is where safeguarding comes in. Safeguarding is all about protecting the vulnerable and putting actions in place to ensure their safety.

With that in mind we have created a 45-minute course that helps learners define the concept of safeguarding and the different types of abuse they may witness. The EssentialsPlus safeguarding course also teaches learners about the legislations and policies that protect the vulnerable should they need to do so. By the end of the course learners should be able to:

- **define** the concept of safeguarding young people from harm, abuse and exploitation
- **identify** ways of safeguarding the vulnerable from harm, abuse and exploitation
- **identify** the legislation, policies and support in place to safeguard children, young people and adults from abuse
- **state** how to respond to allegations of harm, abuse and exploitation.





LEADERSHIP & MANAGEMENT

We all know that for our employees to become effective and motivating managers and leaders it requires more than just a job title, but we don't always train people properly for these essential roles.

We've all seen it – the colleague promoted into a management role because they've been at the organisation for the longest or are the most skilled in what they do. Whilst it may be true that these individuals deserve the roles, without the appropriate training they are not being given the best opportunity to succeed, making it more likely that they will fall at the first hurdle.

Managing people can be a complex and challenging experience, with the success of both the manager and your organisation often depending on getting the team on board with the direction and method of travel. A bad manager can impact on many factors that are crucial to the business, including the retention of your best employees, the productivity of your

team and poor management of sensitive employee issues.

Ensure your managers and leaders are able to lead their teams to success with our EssentialsPlus Leadership and Management modules.

We've developed a range of high quality, fully responsive e-learning modules

designed to fit into the busy manager's life, which will help them to make a positive difference within their team through their personal effectiveness.

Modules within the Leadership and Management range are available individually or as part of a wider bundle, and can either be hosted on our new learning platform, MyEssentialsPlus, or loaded onto your existing SCORM-enabled LMS.

Modules available within the Leadership and Management range include:

- Complaints Management
- Effective Decision-Making
- Effective Leadership



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COMPLAINTS MANAGEMENT

Great service is important from the very first interaction that your organisation has with a customer, but we know that things don't always go to plan. When problems lead to a customer complaint it's important that your staff are aware of how to respond and what procedures they should follow when it comes to handling complaints – helping to turn unhappy customers into loyal ones.

Consumers are becoming increasingly aware of their consumer rights, leading to an increase in complaints about bad service or products. And if the complaint isn't resolved to the customer's satisfaction, then you can be sure that they'll be sharing their experiences with friends, colleagues and even Twitter followers.

Whilst many organisations still don't credit them with the importance they deserve, when processed properly, complaints can offer your business amazing insights into key pain points in your customer service, offering the opportunity to quickly rectify issues as well as generating ideas for product development.

Dealing with complaints effectively also makes financial sense, as the negative repercussions of handling a complaint badly can lead to lost customers (existing and potential) and therefore lost revenue. Standing out to your target audience for good customer service will also help to positively differentiate you from your competitors.

Our solution to upskilling your staff in Complaints Handling? **Complaints Management EssentialsPlus**. Lasting for 55 minutes, this module will train your staff in the best way of handling and managing complaints as well as giving them the opportunity to practise dealing with difficult situations.

After completing this module, your employees will be able to:

- identify a complaint
- describe effective techniques to deal with complaints
- identify and explore potential consequences of mishandled complaints
- identify the techniques and behaviours for managing conflict effectively
- describe the process of identifying the root cause of a complaint and explain how to log this.



EFFECTIVE DECISION-MAKING

As an employer you need to know that your employees are capable of making effective decisions in the workplace. Have they thought about the consequences and outcomes of what those decisions might lead to? Do they know all the relevant information surrounding their decisions?

Whilst we make thousands of decisions every day which don't require too much thought, more complicated problems often need a more thorough approach to arrive at the right decision. And it doesn't stop there. Once that decision is made, it then needs to be communicated and managed through to implementation to help achieve business objectives.

These decisions can be difficult to make, but they remain the only way to stay in control and, increasingly, of generating a competitive advantage for your business.

employees the skills needed to reach the best possible decisions, improving their knowledge of the decision-making process to enable effective decision-making in the workplace.

With our 60-minute Effective Decision-Making module we will teach your

After completing the module, your employees will be able to:

- recognise when decisions need to be made and define the objectives
- select and use the most suitable decision-making tool for their needs
- collect information to inform decision-making and be alert to bias
- communicate the decision
- review and learn from the decision.

EFFECTIVE LEADERSHIP

Leaders require a unique set of skills: they need to inspire, guide and instil confidence in their team to ensure that they consistently deliver to the best of their ability. And learning to be an effective leader is within the reach of every employee, whether they manage one member of staff or a number of different teams.

Getting the right leaders in place in your organisation is essential for the long term performance of your organisation and is often responsible for a compelling impact on the bottom line, helping to drive productivity, growth and employee engagement (Department for Business Innovation and Skills, 2012).

We know that becoming a great leader takes experience and practice, but our Effective Leadership course will give your employees the grounding and understanding to start them on the journey to compelling leadership. The elearning module is relevant at any stage in your employees' career – from a first-time line manager to an experienced member of staff looking to improve their leadership skills.

Effective Leadership is a 90-minute training course that will improve your employees' knowledge of leadership styles and their effect on teams. After completing this module, they will be able to:

- explain the difference between leadership and management
- evaluate a range of leadership styles for their benefits and potential impact on individuals and performance
- identify their own leadership style
- lead their team effectively through change
- explain motivation, delegation and empowerment in the context of leadership theory.

PROBLEM-SOLVING

Problems can often cause real headaches, so why not equip your staff with good problem-solving techniques to help move your organisation one step closer to a great solution.

Problems are central to the work that most of your staff perform every day – whether it's solving problems for your customers or your business. Developing good problem-solving skills can make a huge difference to the success and effectiveness of your employees.

EssentialsPlus Problem-Solving is a 90-minute training course that will improve your employees' problem-solving techniques and enhance their effectiveness both in and outside of the workplace.

After completing this module, your employees will be able to:

- define problems clearly to determine their nature and their effect on the organisation
- gather and interpret problematic data to establish any trends and patterns
- identify the root cause of a problem
- develop a solution to a problem
- plan a strategy for implementing a solution
- implement and monitor a solution to ensure the problem has been resolved effectively.

The assessment for this module consists of 15 questions that are randomly selected and ordered from a pool of multiple choice questions. If learners don't meet the 100% pass rate, they will be taken back through the specific topics that they need to revise using our Guided Revision Functionality.





EFFECTIVE TRAINER DEVELOPMENT

Ensure trainers, coaches and mentors deliver effective training programmes to your employees with our Effective Trainer Development range.

Having your own in-house trainers can be an extremely cost effective way of delivering training programmes to your employees that's conducted by someone who really knows your business and staff.

But not just anyone can conduct training that delivers successful results and is designed to cater for different learning styles, which is why it's essential to upskill your trainers, coaches and mentors, making sure that they deliver best practice training programmes that are cost effective for the business.

Training your managers and leaders with these skills will also help to facilitate knowledge sharing – ensuring that vital skills and information stay within your organisation.

The EssentialsPlus Effective Trainer Development modules have been

developed to benefit those who train or mentor other members of staff, either internally or externally, helping to ensure that they achieve learning outcomes and maintain engagement.

Modules available within the Effective Trainer Development range are:

- Effective Questioning
- Effective Feedback
- Setting Effective Targets
- The Learning Cycle

Modules within the Effective Trainer Development range are available individually or as part of a wider bundle, and can either be hosted on our new learning platform MyEssentialsPlus, or loaded onto your existing SCORM enabled Learning Management System.



EFFECTIVE QUESTIONING

We ask questions all the time, but not always effectively. When it comes to training, it's essential that you're getting the right answers from your learners.

As one of the most common methods of checking learner understanding, effective questioning techniques are an integral part of the learning cycle, ensuring that the training continues to meet the employees' requirements throughout the session.

The EssentialsPlus Effective Questioning is a 60-minute elearning module that

will give your coaches, trainers and mentors the skills they need to ask questions effectively, ultimately enhancing learning outcomes for those receiving the training.

Effective questioning is a skill that we can all learn and, used properly, can be an adaptable and powerful assessment method.

By the end of this module, your trainers will be able to:

- identify the features of effective questioning
- consider where and when to use effective questioning to support learning
- identify when to use different questioning techniques
- create effective questions and understand the benefits they bring to the assessor, learner and organisation.

On completion of the module, learners will be presented with a final summative assessment covering the Effective Questioning learning outcomes. If the 100% pass rate is not achieved, the learner will be steered back through the specific topics that they need to revise, using our Guided Revision functionality.

EFFECTIVE FEEDBACK

Done correctly, feedback can be a great way to improve your employees' productivity, helping to improve their work or behaviour and giving your employees the edge required to help your business get ahead in the marketplace.

Giving feedback that helps to increase performance and flag areas for development in others is an acquired skill that takes practice (and feedback!) to develop properly. Feedback can be one of the most powerful tools at a trainer's disposal when it comes to motivating employees for success, ultimately improving their performance.

Feedback can also be one of the most challenging communication skills to master, meaning that it can often be deployed incorrectly, leading to a negative learning experience for the employee and reducing likelihood of a successful programme.

Effective Feedback is a 60-minute module that will help your coaches, trainers and mentors to understand the value of giving feedback and how to deliver it effectively.

By the end of this module your trainers will be able to:

- identify the difference between feedback and advice
- understand how effective feedback can improve performance
- identify the key features of effective feedback
- identify how effective feedback contributes to achieving business objectives and progression within learning
- identify how and when to give effective feedback
- understand the important of feedback in everyday settings versus feedback in Professional Development Reviews.

SETTING EFFECTIVE TARGETS

Want your trainers, coaches and mentors to get the most out of your employees going through training? Make sure they are encouraging ongoing development by creating effective targets.

Done right, goal setting can be a beneficial process in helping to focus the learner's attention in the right direction and increase motivation, ultimately making the learning objectives easier to achieve.

Setting Effective Targets is a 60-minute module that will help your coaches, trainers and mentors to understand the value of targets in learning and how to set them effectively.

By the end of this module your trainers will be able to:

- describe what an effective target is
- identify the key features of targets and why they are used
- consider the use of effective targets within different stages of the learning cycle
- create effective targets and understand the benefits they bring to the assessor, learner and organisation, within a vocational setting
- maintain effective targets for you and your staff
- identify the benefits and drawbacks of target setting
- explain the importance of monitoring the progress of targets and how this is done
- identify why it is important to review targets regularly.

THE LEARNING CYCLE

To create effective in-house training, it's essential that your trainers, coaches and mentors implement the four stages of the Learning cycle to ensure that the needs of their learners are met, ultimately helping to achieve your organisation's objectives.

Whether you do in-house training as a small scale knowledge-sharing exercise or as part of a bigger initiative, as an employer you need it to be an effective use of resources. By training your trainers on the four-stage Learning Cycle you'll be giving them a structured and logical framework on which to base the learning, increasing the likelihood of a successful outcome.

This 60-minute course will give your trainers an understanding of the four key stages of the Learning Cycle, as well as providing them with insights into how they can apply the stages to their own learning and development projects.

By the end of this module, your trainers will be able to:

- identify the information required to successfully set learning needs and objectives
- consider individual learning needs and styles in the creation of learning and development projects
- identify factors that help to plan an effective learning programme
- pinpoint which factors lead to the successful delivery of a learning plan
- identify strategies for assessing learning outcomes and evaluating the learning programme.



HOSPITALITY & CATERING

If employees in your organisation are handling food, you'll need to ensure that they are aware of their responsibilities and understand how to effectively manage the potential risks, with procedures in place to ensure that standards are maintained.

As part of the Hospitality and Catering industry, training your employees in compliance areas such as health and safety and food safety and hygiene are essential to ensure that your organisation remains compliant with health and safety legislation, and that the food you serve to consumers is safe to eat. However, due to the seasonal need for some employment contracts in the industry, many organisations struggle to meet this training need.

With this need for flexibility in mind, we have developed two fully responsive Hospitality and Catering EssentialsPlus elearning courses, designed to upskill and refresh your employees on their

responsibilities. With 100% pass rates required and Guided Revision functionality to help guide learners back through any topics they have struggled with, you can be assured that once your

employees have successfully completed the training, they know their stuff.

Hospitality and Catering modules are available individually or as part of a wider bundle, and can either be hosted on our new learning platform, MyEssentialsPlus, or loaded onto your existing SCORM-enabled LMS.

Modules within the Hospitality and Catering range are:

- Food Safety and Hygiene
- Health and Safety for Hospitality and Catering

A close-up, low-angle shot of a chef's hands cooking. The chef is using a long-handled spoon to stir ingredients in a pan. A bright, intense flame is visible on the left side of the pan, illuminating the scene with a warm, orange glow. The chef's hands are positioned on the right side of the frame, and the background is dark and out of focus.

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LEARNER REALISATION
APPROACH BY PUTTING
THE LEARNER AT
THE CENTRE OF THE
COURSE AS THE
NARRATIVE UNFOLDS."**

LEARNING LIGHT

FOOD SAFETY & HYGIENE

As an employer, from the moment food is delivered to the moment it's served you need to ensure that it is handled correctly and hygienically by your employees.

As an organisation working with food, you need to take responsibility for the actions of your employees and the food they handle, serve or sell.

In December 2014, new legislation came into effect across England, Wales, Scotland and Northern Ireland requiring food businesses to provide allergy information on all food that is sold unpackaged. There are also changes to existing legislation on labelling allergenic products and pre-packaged foods. The aim of this new legislation is to provide information to customers who need to avoid certain ingredients due to allergies and intolerance.

The EU Food Information for Consumers Regulation 1169/2011 will have a big impact on businesses dealing with food, making the need for up-to-date training all the more important.

Our EssentialsPlus Food Safety & Hygiene module will teach your employees about food safety and hygiene in the workplace as well as improving their knowledge on food contamination, hygiene and allergens.

The module is made up of three bite-sized sections: Food Safety and You, Food Contamination and The Workplace.

After completing Food Safety and You, your employees will be able to:

- explain the importance of food safety procedures, risk assessment, safe food handling and behaviour
- describe how to report food safety hazards
- confirm the legal responsibilities of food handlers and food business operators
- explain the importance of personal hygiene in food safety, including its role in reducing the risk of contamination
- describe effective personal hygiene practices, for example protective clothing, hand washing, personal illnesses, cuts and wounds.

On completion of the Food Contamination section, your staff will be able to:

- state the sources and risks to food safety from contamination and cross-contamination
- explain how to deal with food spoilage
- describe safe food handling practices and procedures
- explain the importance of temperature controls when dealing with food
- describe stock control procedures
- discuss common allergens and the effects they can have on the human body
- understand the consequences of failing to comply with food legislation.

In the final section, The Workplace, your employees will learn:

- how to keep the work area and equipment clean and tidy
- how work flow, work surfaces and equipment can reduce contamination risks and aid cleaning
- the importance of pest control.



HEALTH & SAFETY FOR HOSPITALITY AND CATERING

Health and Safety is important in all workplace environments, but we know the hospitality and catering environments present a unique set of risks. In order to prepare your staff for this, we have created EssentialsPlus Health & Safety for Hospitality and Catering.

Most workplace risks can be avoided through management and supervision, combined with effective training for employees. Implemented properly, these elements can help to reduce costs and wasted time and effort for businesses. In addition, having these processes in place will help your organisation demonstrate to enforcement officers that you are compliant with health and safety legislation.

Our EssentialsPlus Health & Safety for Hospitality and Catering training will improve your employees' knowledge about how to handle incidents and accidents within the workplace and how to identify risks and hazards. It will also explain the roles and responsibilities that exist when working within a Hospitality and Catering environment. The module is made up of four bite-sized sections; Roles and Responsibilities, Risks, Hazards and Incidents and Accidents.

After completing the first section on Roles and Responsibilities, your employees will be able to:

- outline employers' and employees' duties relating to health, safety and welfare at work

- outline the consequences for non-compliance with health and safety legislation
- outline the requirements for training and competence in the workplace
- outline the ways in which health and safety information can be communicated.

On completion of the Risks section of the course, your employees will be able to:

- define the terms hazard and risk
- outline the process for carrying out a risk assessment
- describe how risk assessment can be used to reduce accidents and ill health at work.

In the Hazards section, your employees will learn to:

- describe the hazards that are common to most workplaces
- describe how hazards can cause harm or damage to people, work processes, the workplace or the environment
- describe the principle of risk control hierarchy
- list examples of risk controls for common workplace hazards.

After completing the final section, Incidents and Accidents, your employees will be able to:

- state the common causes of workplace accidents and ill health
- identify the actions that might need to be taken following an incident in the workplace
- list the arrangements that should be in place in a workplace for emergencies and first aid
- outline why it is important to record all incidents, accidents and ill health.

The end assessment for each section consists of randomly selected multiple choice questions. If learners don't meet the 100% pass rate, they will be taken back through the specific areas that they have struggled with using our Guided Revision functionality.



ABOUT CITY & GUILDS KINEO

City & Guilds Kineo is the leading brand in workforce learning and development, with services and solutions to meet all organisational needs. We're proud of our reputation of being flexible, pioneering and fast-moving – and most of all, obsessed with making our customers heroes.

As part of the City & Guilds Group, we have over 130 years of heritage and experience backing our innovative learning solutions. We're the team that works with employers, including global brands and major public sector organisations – helping them to transform performance through learning and technology. We work with employers, including: B&Q, the Civil Service, the Ministry of Defence, Sainsbury's and Tesco.

We harness the skills and experience of the whole City & Guilds Group and our partners in the UK and globally – all to help you achieve your business needs.

City & Guilds Kineo helps the world's leading businesses improve performance through learning and technology.

We combine 130 years of quality in learning with award-winning customer service and innovation.

We're here to take on your learning and performance challenges – and deliver results. So, how can we help you?



1 Giltspur Street, London EC1A 9DD
info@cgkineo.com | www.cgkineo.com | + 44 207 294 8128

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