

D&A business

train • grow • collaborate



Upskill your employees to serve
excellence in your hospitality business

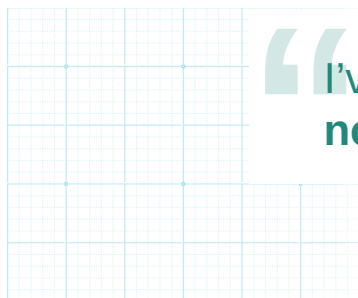
Does any of this sound familiar?

“ I feel like the quality of my customer service is **suffering** because I am always **too busy** recruiting or retraining new staff... ”



“ I am starting to **feel deflated** - it feels like a constant **uphill struggle**. I never get enough time grow the business because of **staffing issues**... ”

“ I'm **struggling to recruit** or **retain** staff... ”



“ I've **tried** training in house, but there is **no consistency** across the team... ”

Upskilling your employees can create long-term stability and loyalty within your team.

D&A Business offers a variety of hospitality and professional cooking courses to save you time and allow you to focus on other priorities like growing your business.

How can upskilling help?

1/3

of workers leave their job just after



6 MONTHS

It's no wonder why a high turnover rate is one of the biggest pain points within the hospitality industry.

In fact, the average tenure a hospitality worker spends at a business is only 12 MONTHS

It can feel like you are stuck on a rehiring and retraining loop that never stops. This then affects your customer service as the constant training of new staff means your team is never at the customary level of service that patrons expect.

Invest in your team now to save time later

Upskilling your team can be more cost-effective and time-saving in the long run.

In fact, a study by LinkedIn found that 94% of employees said they would stay if development training was available.

Investing in the upskilling of your team can make them feel valued which encourages them to stay. It also creates a positive and supportive environment not only for them, but for yourself as a business owner and in turn, your customers.





Courses we offer

Allergen Awareness

Location: Online

Duration: Variable - Self-directed/
flexible course

This distance-learning food allergen course is designed for anyone working with food or in the hospitality industry (including catering, retail or manufacturing). Delivered online, the course is designed to give the necessary knowledge of allergies and intolerances for food handlers covering topics such as contamination control, food allergen laws, and allergen awareness.

Barista Theory Skills

Location: Online

Duration: Variable - Self-directed/
flexible course

This online short course is suited for those who already work in the hospitality industry or those that would like to start a career in hospitality. A distance-learning course, it covers all of the theoretical knowledge needed to prepare and serve hot and cold drinks in any environment. On completion of this course you can progress on to level 2 in which you will be trained on specialist equipment in a hospitality environment.

Safe Service of Alcohol

Location: Online

Duration: Variable - Self-directed/
flexible course

An online course suited for those already working in the hospitality industry either in an on-licence environment or who are looking to gain a licence in the future. This course provides knowledge covering the basic laws, policies and responsibilities required of staff serving alcohol and will explore the possible risks and dangers in the workplace.

Maintain Customer Care in Hospitality Industry

Location: Online

Duration: Variable - Self-directed/
flexible course

Suited for those who already work within the hospitality industry or as a refresher course to upskill your team. This course provides the knowledge needed to deliver excellent service to customers. Covering topics such as professionalism and ethics in the workplace, handling customer complaints and difficult behaviour, and building rapport with customers and guests. The course will allow you to deliver a more efficient and effective service in the workplace.

Did you know? These 4 courses are currently **free** as part of our Skills Boost Activity through Young Person's Guarantee (YPG) and the National Transition Training Fund (NTTF)





SQA Scottish Certificate for Personal Licence Holders – Refresher

Location: Kingsway or Arbroath Campus

Duration: 1 Day

A refresher qualification for those who have already done the SQA Scottish Certificate for Personal Licence Holders covering core provision, children and young people, the licensing board, drunkenness and disorderly conduct and licensing standards officers.

SQA Scottish Certificate for Personal Licence Holders

Location: Kingsway or Arbroath Campus

Duration: 1 day

This qualification has been designed to support those working in the licensed trade to meet the mandatory qualification and training requirements of the Licensing (Scotland) Act 2005 and the Alcohol etc. (Scotland) Act 2010. It is based on the National Standards for Personal Licence Holders and Staff Training developed in conjunction with the Scottish Government, People 1st (the Sector Skills Council for Hospitality, Tourism and Passenger Transport), the licensed trade and qualification awarding bodies.

QA Level 3 First Aid at Work

(Regulated Qualifications Framework)

Location: Arrorath or Gardyne Campus

Duration: 3 days

Have you thought about First Aid at work training? First Aid is a useful and vital skill to have especially in the hospitality industry. Successful completion of this course gives the learner a Qalsafe First Aid at Work Certificate which is valid for three years and qualifies them as a workplace first aider.

What the course covers:

- Core provision
- Children and young people
- The licensing board
- Drunkenness and disorderly conduct
- Licensing standards officers





REHIS Elementary to Food Hygiene

Location: Online or at Kingsway Campus

Duration: Variable

The REHIS Elementary Food Hygiene Certificate is a practical course designed to give individuals a basic knowledge and understanding of the causes of food poisoning, measures for prevention and the legal aspects of food hygiene in Scotland. The course is recognised by your local environmental health officer and is suitable for any food handler working in restaurants, hotels, bars, nurseries, residential homes and also those involved in day care.

REHIS Advanced Diploma in Food Hygiene

Location: Online

Duration: Variable - self-directed/flexible course. Course assessment to be taken at Kingsway Campus

The REHIS Advanced Diploma in Food Hygiene provides a nationally recognised qualification that is a must for all catering supervisors/managers who want to learn more at advanced level about the principles and management of food hygiene in all types of food premises.

REHIS Introduction to Food Hygiene

Location: Online or at Kingsway or Arbroath Campus

Duration: Variable (On campus course is 1 day)

The Royal Environmental Health Institute of Scotland Introduction to Food Hygiene Course is designed principally for new food handlers before being allowed to start work for the first time. The syllabus aims to raise awareness of key food hygiene issues in the food industry. The course will also meet the requirements for induction training for other staff who are not food handlers, for example, nurses, porters, care assistants and kitchen support staff.

Hospitality Academy Bespoke Training

We can offer a range of upskilling tailored to suit the needs of your staff and your needs as an employer. Our team of specialists can work closely with you to create a unique training plan and will be happy to discuss any ideas you may have.

Some areas of suggestions are:

- Consultancy services looking at start-ups
- Trouble shooting
- Mystery audits
- Menu implementation
- Food hygiene standards
- Allergens
- House rules
- Wine pairing
- Customer service

SVQ Work Based Qualifications

Level 2 Professional Cookery

Location: Arbroath or Kingsway Campus

Duration: 32 weeks

This course is an introduction to the hospitality industry with an emphasis on food preparation and production. The delivery is facilitated in our fully equipped kitchens where learners are involved in preparing products for counter and plated lunch service in our restaurant and café bar classrooms. Units include: Health and Safety in the Work Environment; Effective Working Relationships (Teamwork) and Food Hygiene.

There are various Prepare and/or Cook and Finish Basic Dishes units covering the following topics: Meat, Poultry, Fish, Vegetables, Sauces, Soups, Cold and Hot Desserts, Dough Products, Pastry, Cakes, and Sponges and Scones.

Level 3 Professional Cookery

Location: Arbroath or Kingsway Campus

Duration: 32 weeks

Designed for learners to further develop their skills and knowledge in professional cookery, this course has an emphasis on a supervisory role in a realistic environment offering plated dinner service. It covers presentation, preparation and production of dishes. Units cover: Health and Safety in the Work Environment; Effective Working Relationship (Teamwork) and Higher Food Hygiene.

There are various Prepare and/or Cook and Finish Complex Dishes units covering the following topics: Meat, Poultry, Fish, Vegetables, Hot Sauces, Dressing and Cold Sauces, Soups, Cold Desserts and Hot Desserts.

Level 3 Patisserie and Confectionery

Location: Kingsway Campus

Duration: 32 weeks

This full-time course further develops skills in patisserie and confectionery topics that are required at a supervisory level. There are 12 mandatory units plus the opportunity for learners to do additional integrated units. Units include: Prepare, Cook and Finish - Bread and Dough, Complex Cakes and Sponges, Complex Pastry, Complex Chocolate Products, Complex Marzipan, Pastillage and Sugar, Complex Hot Desserts, Complex Cold Desserts and Produce Sauces. Learners will produce items throughout the year for training restaurants and café bars. This provides a realistic learning environment within a college setting.

Level 3 Food & Beverage

Location: Kingsway Campus

Duration: 1 year

Over 12 months, learners will develop skills within the hospitality industry covering preparing, providing and clearing areas for food and beverage service. Units including: Health and Safety in Hospitality, Work Effectively as part of a Hospitality Team, Impact of Personal Behaviour, Maintain Food Safety in a Hospitality Environment, and other specialist skills such as Barista.

Meet the team



Kichelle Williams-Robinson

Head of Curriculum and Quality Hospitality and Professional Cookery

I have always had a passion for the Hospitality Industry, I opted for hotel school instead of teachers college at the age of 15 after completing high school. I studied Hospitality and Tourism for 3 years at University in Jamaica and was attracted to the luxury sector of the industry after graduating. I went to work the Ritz Carlton and Air Jamaica before relocating to Scotland where I continued to work in the hospitality industry before embarking on a lecturing role at Dundee and Angus College to teach hospitality before being appointed as Course Leader and now Head of Curriculum. All the experiences I have had on my career journey especially those in the early years have served me well, they formed the foundation of my career and are still highlighted as some of the best parts of my working life. The hospitality industry is a global industry, the skills you develop while studying and working in the industry will equip you for life. Although the industry is substantially impacted by the pandemic there are many opportunities available which can be life changing for anyone that is driven, hardworking, determined and passionate.



Sara Long

Curriculum and Quality Leader Hospitality

My hospitality journey started with my first job working in a bakers at the age of 14, since then I have always worked with food. When I left school at 17 I decided to apply for a course to study hospitality at Dundee College. To be honest I didn't fully appreciate the depth and range of the industry and I thrived in the practical experience. It was an amazing experience which stretched over 2 years and offered me an insight into so many aspects of the hospitality industry. Upon completion of my course I continued with my studies at University and graduated with my business degree in hospitality management with accountancy. My career has stretched from leading hospitality teams in the Highlands of Scotland to the North Island of New Zealand where I continued to learn and expand my knowledge of cuisine, beverages culture and heritage. I am passionate about the hospitality industry and training and I pride myself to deliver the best experience to the highest standard. I am now in a fortunate position to work with colleagues who are equally as passionate about instilling the highest standards of training to our learners to allow them to thrive in a career as we have.



Albert Close

Curriculum and Quality Leader Professional Cookery

My career started in small country house hotel then onto a range of large 5-star hotels. I have developed a wealth of knowledge, craft and experience over the years which created the opportunity for me to get in to teaching. Studying Professional cookery at college paved the way for to have developed such a rewarding career. As a lecturer and now curriculum and quality leader I get to share that passion with the next generation of chefs. The job of being a chef is a career for life, it is a hobby as well as a job. I enjoy teaching and developing others to achieve their aspirations.



Do I qualify for funding?

Funding is available through the Flexible Workforce Development Fund and some courses are free as part of our Skills Boost Activity.

Can I fit courses around our opening hours?

Bespoke courses tailored to your business are available. Course duration can be altered to your specific needs from longer-term bite-sized learning to short intensive programmes.

Across the three D&A Campuses we have a number of modern, state of the art facilities that can be hired for private use.

- A training restaurant and kitchen
- A fully-equipped gym
- 25m swimming pool
- Gym halls of varying sizes
- Outdoor pitch
- Dance studio
- Theatre
- Classroom space

With free car parking just outside the building, the venues are such a convenient location to bring your team together for training or team building, why not entertain clients or prospects at a showcase event.

Availability is usually freely available within college holiday periods, but there is often availability in term time too.

How do I know which is the right course for my employees?

The Business Partnerships Team can provide a free training needs analysis of your fitness business to see.

Can I use campus facilities for team days and training?

Yes you can, read about our facilities below.



Gym Memberships

Corporate and personal memberships are available at Gardyne Sports Centre



**Upskill your
business
to serve
excellence**

**To find out how you can improve and grow your
hospitality business with employee training,
contact the Business Partnerships Team**

Tel: 01241 432724

Email: business@dundeeandangus.ac.uk

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