

DANIEL THWAITES

ESTABLISHED 1807

*Training & Development*







*Leadership*  
Development

## MANAGING WITH CONFIDENCE (DAY ONE)

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**Course Type** Classroom

**Duration** 8-hours

**Overview** The Managing with Confidence programme is designed to help Head of Departments lead their teams with confidence and understand the fundamental elements of management.

### Highlights of Day One Include...

- Employment Law Essentials
- Employing Teams Essentials - Recruitment, onboarding, managing performance and developing teams
- Courageous conversations

**Target Audience** Hotels – Select Leadership Team, Head of Departments & Supervisors  
Inns & Managed – General Managers, Deputy Managers and Assistant Managers

**How to Book** Bookable via CPL

## MANAGING WITH CONFIDENCE (DAY TWO)

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**Course Type** Classroom

**Duration** 8-hours

**Overview** This course is the next step to Managing with Confidence Day one and is designed to help Head of Departments lead their teams with confidence and understand the fundamental elements of management.

### Day two looks more in depth into the management of Employer Relations cases such as...

- Absence management
- Investigations and disciplinaries

**Target Audience** Hotels – Head of Department and Select Leadership Team  
Inns & Managed – General Managers, Deputy Managers and/or Assistant Managers

**How to Book** Bookable via CPL/completion of day one mandatory prior to attending day two



## EFFECTIVE TIME MANAGEMENT

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**Course Type** Online via CPL

**Duration** 25-minutes

**Content** This course is all about giving you the knowledge and tools necessary to be able to manage your work time more effectively.

**The aim of the course is to introduce you to the following...**

- The six principles of time management
- Ineffective delegation
- Crisis management (fire-fighting)
- Lack of objectives/priorities
- Ineffective meetings
- Setting priorities
- The Pareto rule
- Managing electronic time
- Time and journey planners

**Target Audience** This learning activity is suitable for all levels of team members.

**How to Book** Email [wearedanielthwaites@thwaites.co.uk](mailto:wearedanielthwaites@thwaites.co.uk)

## LEADING GREAT SHIFTS

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**Course Type** Online via CPL

**Duration** 40-minutes

**Content**

- Explain the importance of effective shift leadership and the value it can create to the guest, the team and the success of the shift including revenue
- Apply the shift leadership model – preparing the shift, engaging the team and communicating effectively
- Establish effective communication, pre, during and post shift
- Define key shift success criteria and choose appropriate measures to measure shift success

**Target Audience** This course has been designed for a F&B environment, however the same principles can be applied to other departments.

**How to Book** Email [wearedanielthwaites@thwaites.co.uk](mailto:wearedanielthwaites@thwaites.co.uk)

## CONFLICT MANAGEMENT

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**Course Type** Online via CPL

**Duration** 40-minutes

**Content** Everyone wants to work in an environment in which they feel safe and supported, and in which the potential for conflict is understood and managed properly. Completing this course will enable you to make your contribution to establishing a workplace culture in which negative conflict becomes unacceptable without stifling the creative conflict of ideas that drives organisations forward.

**The aim of the course is to...**

- Show how effective communication can assist in the management of conflict
- Enable learners to recognise and identify the signs of conflict and what steps you can take to resolve conflicts at work

**Target Audience** This learning activity is suitable for all levels of team members but will automatically be allocated to those in a management position in property.

**How to Book** Email [wearedanielthwaites@thwaites.co.uk](mailto:wearedanielthwaites@thwaites.co.uk)

## PERSONAL RESILIENCE

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**Course Type** Online via CPL

**Duration** 16-minutes

**Overview** This course aims to provide practical tips to improve your own Personal Resilience.

**This course aims to provide you with an understand of...**

- What Personal Resilience is
- How to be resilient to mental health difficulties
- The top tips for building resilience and bouncing back

**Target Audience** This learning activity is suitable for all levels of team members.

**How to Book** Email [wearedanielthwaites@thwaites.co.uk](mailto:wearedanielthwaites@thwaites.co.uk)













# Job *Skills*

## WSET LEVEL ONE IN WINES

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**Course Type** Classroom

**Duration** 8-hours

**Overview** For individuals new to wines, this qualification provides a hands-on introduction to the world of wine. You'll explore the main types and styles of wine through sight, smell, and taste, while also gaining the basic skills to describe wines accurately and make food and wine pairings.

- The main types and styles of wine
- Common wine grapes and their characteristics
- How to store and serve wine
- The principles of food and wine pairing
- How to describe wine using the WSET Level 1 Systematic Approach to Tasting Wine® (SAT)

**Target Audience** All food and beverage positions, executive chefs and events managers as well as those who sell who sell wine in our business. General Manager authorisation required for attendance on this course.

**How to Book** Bookable via CPL

## WSET LEVEL TWO IN WINES

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**Course Type** Classroom

**Duration** 4-Days – Split over two sessions with an overnight stay

**Overview** This intermediate wine course, provides knowledge of the principal and regionally important grape varieties of the world, the regions in which they are grown, and the styles of wine they produce. You will study 22 grape varieties over 70 regions through a combination of tasting and theory. You will explore the factors that impact style and quality and learn how to describe these wines with confidence.

*This course requires personal study. This course concludes with an examination on the final day.*

**Target Audience** Food and Beverage Management positions and HOGEs. General Manager authorisation required for attendance on this course.

**How to Book** Bookable via CPL



# BIIAB ABCQ (AWARD IN BEER AND CELLAR QUALITY)

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**Course Type** Classroom

**Duration** 8-hours

**Overview** How to ensure beer is served in an optimum condition, hygiene conditions and maintaining a safe and effective cellar.

**The ABCQ covers the following...**

- Understanding beer products
- Maintaining hygiene in the bar
- Glassware
- The perfect pint
- Maintaining a safe and effective cellar
- Dispense systems
- Bottled beers

**Target Audience** Food & Beverage Team Members and Managers.

**How to Book** Bookable via CPL

# *Compliance*









## BIIAB LEVEL TWO APLH (AWARD FOR PERSONAL LICENCE HOLDERS)

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**Course Type** Classroom

**Duration** 8-hours

**Overview** This qualification is aimed at anyone who wishes to manage in a licensed premises where alcohol is sold.

You will look at licensing authorities, at the responsibilities of the personal licence holder, police powers, rights of entry, specific prohibitions, strengths of alcoholic drinks, responsible retail of alcohol, and the protection of children from harm.

**Target Audience** Head of Department, Supervisors and Team Leaders responsible for the authorisation of the sale of alcohol to the public and is planning on applying for a Personal Licence.

**How to Book** Bookable via CPL

## LEVEL THREE CIEH INTERMEDIATE CERTIFICATE IN FOOD SAFETY

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**Course Type** Online

**Duration** 12-hours (must be completed within 30-days)

### Modules

- L1 - Welcome and Introduction
- L2 - Why Food Safety Needs to Be Managed
- L3 - Food Safety Law
- L4 - Food Safety and Contamination Control
- L5 - Bacteriology and the Prevention of Food Poisoning
- L6 - Managing Safe Purchase, Delivery and Storage
- L7 - Managing Personal Hygiene
- L8 - Managing Cleaning
- L9 - Managing Pest Control and Waste
- L10 - Kitchen Standards and Food Equipment
- L11 - Food Safety Training
- L12 - Food Safety Management

**Target Audience** General Managers, Assistant Managers, Head of Guest Experience, Sous Chef & F&B Managers.

**How to Book** Bookable via CPL



# LEVEL THREE HEALTH & SAFETY

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**Course Type**      Online

**Duration**          6-hours (must be completed within 30-days)

**The courses consists of the following levels...**

- Welcome and introduction
- Introduction to managing health and safety
- What the law says
- Identifying and controlling risks
- Controlling workplace hazards
- Manual handling
- Equipment safety
- Managing fire safety
- A safe place to work
- Investigating accidents and incidents
- The importance of occupational health
- Health and safety management

**Target Audience**   Managers or Supervisors in all departments.

**How to Book**        Bookable via CPL

# LEVEL THREE AWARD IN EMERGENCY FIRST AID AT WORK

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**Course Type** Classroom

**Duration** 8-hours

**Overview** Basics of first aid including administering first aid to a casualty.

## Course Contents

- The role of a first aider
- Contents of first aid kits
- Recording of incidents and accidents
- Assess the situation and circumstances in order to act safely, promptly and effectively in an emergency

## Administer first aid to a casualty who...

- Is unconscious
- Requires cardio pulmonary resuscitation (CPR)
- Is choking
- Is wounded or bleeding
- Is in shock
- Has minor conditions to include minor cuts, grazes, bruises, minor burns and scalds, small splinters

**Target Audience** This course is suitable for all levels of Team Members. Team member must feel conformable to support with applying first aid to our customers and colleagues if necessary.

**How to Book** Bookable via CPL

# LEGIONELLA AWARENESS

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**Course Type** Classroom

**Duration** 4-hours

**Overview** This Legionella and Legionnaires' Disease Awareness Training course will help duty holders understand their legal responsibilities in relation to controlling legionella risks in man-made water systems, including evaporative cooling systems, hot and cold water systems, and other risk systems like spa pools. It explains the laws and regulations that apply to legionella, including the guidance contained in ACOP L8, the common risks posed by man-made water systems, how to carry out a risk assessment of legionella, and what control measures they may need to implement.

On completion of the course, you will understand what you need to do to minimise the risks of legionella bacteria in your water systems, so those who may be exposed to legionella risks are protected from harm.

**Target Audience** GM's, HOF's and Property Managers.

**How to Book** Email [willday@thwaites.co.uk](mailto:willday@thwaites.co.uk)



# PASSENGER LIFT RELEASE

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**Course Type** Classroom

**Duration** 4-hours

**Overview** This training takes place in your property to ensure learners are able to learn how to operate the correct lift.

## This course covers...

- Health & safety law
- Safety documentation
- Basic lift technology
- Lift configurations, hazards and masses involved
- Lift safety systems
- Passenger considerations
- Safe winding or lowering procedures
- Practical exploration of lift systems and component operation
- Full demonstration of safe release of trapped passenger procedures

**Target Audience** This course is for people who are nominated by their employer to carry out the safe release of trapped lift passengers. It provides the necessary competence to effect safe passenger release in accordance with BS7255:2012 Safe Working on Lifts.

**How to Book** Email [mattschofield@thwaites.co.uk](mailto:mattschofield@thwaites.co.uk)





# POOL PLANT OPERATOR

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**Course Type** Online

**Duration** 18-hours

**Overview** This is an advanced course, that is completed within 3-months. It covers...

- The management of swimming pools
- Pollution
- Swimming pool environment: design, cleanliness and hygiene
- Main features of a pool plant system
- Circulation/hydraulics
- Filtration/coagulation
- Primary disinfection
- Secondary disinfection
- Ph control
- Chemical dosing
- Pool water testing
- Health & safety
- Air handling and energy efficiency

**Target Audience** It is aimed at team members who need a thorough and comprehensive understanding of swimming pool water treatment and pool plant operations.

**How to Book** Email [wearedanielthwaites@thwaites.co.uk](mailto:wearedanielthwaites@thwaites.co.uk)

# LEVEL TWO EMERGENCY POOL RESPONDER

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**Course Type** Classroom

**Duration** 16-hours

**Overview** Basics of first aid including administrating emergency first aid to a casualty. In addition to including the Level 3 Emergency First Aid at Work course, the learner will:

- Understand health and safety legislation for the swimming pool environment
- Understand Pool Safety Operating Procedures
- Understand hazards, risks and control measures in a swimming pool environment
- Understand the role and responsibilities of the Pool Emergency Responder
- Be able to perform a rescue using suitable rescue equipment
- Be able to perform a pool rescue
- Be able to rescue an unconscious casualty from the pool floor
- Be able to rescue a casualty suffering from a suspected spinal cord injury

**Target Audience** Individuals who could have been identified as a first aider and respond when an emergency arises in the pool area.

**How to Book** Bookable via CPL

# ELMA...

## *Developing Your Team*

When we talk about development, we often think about a training course, however, that's only one option of a whole range of amazing development ideas for your team!

Why not take a look at the ideas listed below and pick one for their ELMA that you can help them with!

<p><b>Job Shadowing</b></p> <p>Why not arrange for your team member to work alongside a colleague that they could learn from for a couple of hours.</p>	<p><b>Lunch and Learn</b></p> <p>Organise for a few team members to meet over lunch and discuss a topic, it could be a development area or improvements for the team!</p>	<p><b>Internet/YouTube</b></p> <p>Identify a topic and encourage your team member to spend some time researching it and bringing that learning back into work.</p>	<p><b>Job Swap</b></p> <p>Organise for your team member to swap with another member of the team to learn skills in a different area.</p>
<p><b>Mentoring</b></p> <p>Involves finding someone with more experience or knowledge in a specific area who can help guide and support your team member.</p>	<p><b>Local Network/Community</b></p> <p>Are there any local professional networks that your team member would benefit from attending and learning from to broaden their skills/knowledge?</p>	<p><b>Work Buddy</b></p> <p>Find someone in your team to help new team members with any questions they may have whilst at work.</p>	<p><b>Training Course</b></p> <p>See if there are any training courses running on the CPL Training Supermarket.</p>
<p><b>Coaching</b></p> <p>People often respond better by finding answers themselves rather than being told what to do... a useful tool is the GROW model. For more details visit: <a href="http://www.businessballs.com/coaching-and-mentoring/grow-model/">www.businessballs.com/coaching-and-mentoring/grow-model/</a></p>	<p><b>Feedback From Others</b></p> <p>Seek feedback from others about your team members performance, what are they good at and what could they do to improve?</p>	<p><b>Learn From Our Competitors</b></p> <p>Ask your team member to identify what our competitors are doing and bring it back to work to improve their skills/knowledge.</p>	<p><b>Working Different Shifts</b></p> <p>Why not ask your team members to do another shift in the week to learn something new, ie breakfast instead of evenings.</p>

