

Hospitality Skills Training Programmes

Progress Report 28th June 2006

Introduction

The Ballymun Job Centre in association with the Ballymun Partnership and the Department of Social and Family Affairs developed a preparatory training course for individuals interested in developing skills for employment in the Hotel and Catering Industry. Ballymun, as a geographical area, has a high concentration of educational disadvantage and marginalised groups. This programme was developed as an integrated, thematic approach to developing basic skills. Two courses have now been completed the second course was funded by CDVEC Back to Education Initiative.

The programmes targeted adults who wished to work within the Hotel and Catering Industry but who do not possess the formal education qualifications or experience that are necessary in order to apply for these jobs. The programmes focused on basic skill acquisition with an emphasis on subjects that have a vocational application to the service industry. Participants completed FETAC modules, to prepare them for further training within this sector.

These programmes ran four days per week for an eight-week period.

Courses Content

- **Communications FETAC Level 3**
- **Food & Nutrition FETAC Level 3**
- **Computer Literacy FETAC Level 3**
- **Introduction to Customer Care:**
- **Introduction to Database Hotel Booking System**
- **Essential Food Safety Skills Failte Ireland**
- **Preparation for work**

Recruitment

Ballymun Job Centre contacted 250 local people who had registered with the Job centre for Catering work.

Mediators in the Job Centre also referred existing clients who had indicated an interest in working in the Hotel sector.

300 local people who expressed an interest in local hotel vacancies were also approached and encouraged to consider the courses.

Certification Achieved

A total of seventeen people completed the two courses

- 15 Students completed Failte Ireland Essential Food Safety certificate
- 8 Students completed FETAC Personal Effectiveness certificate
- 16 Students completed FETAC Communications certificate
- 7 Students completed FETAC Computer Literacy
- 7 Students completed FETAC Food and Nutrition

Progression

- 5 students progressed on to further training
- 4 students have applied for courses
- 7 students have been job placed (2 after completing further training)
- 2 Actively seeking work
- 1 Not available at present due to caring responsibilities

Summary

Following from the success of the last course the VEC have provided funding to run the third course which is now under way. Students on the programme will have the opportunity to move to further training or gain employment locally within the new hotels which have recently opened in Ballymun.

