

Business and Personal Development

Training for Success



Apprenticeships

Stratford Business Services' Apprenticeship Programmes are designed for young people who wish to combine working and earning whilst learning a professional skill.

We can deliver Apprenticeships across a wide range of vocational areas such as:

- Business Administration
- Childcare
- Management
- Team Leading
- Retail
- Contact Centre
- Customer Services
- ITQ
- Storage and Warehousing
- Engineering - Electrical and Mechanical

And many more...



Business, Leadership and Management

Alongside the published schedule, Stratford Business Services offers a range of programmes in Business and Management Development, Customer Service, Sales and Marketing. Our highly participative courses can be delivered internally or externally.

We hold regular **free** business events. Specialist guest speakers and experts are on hand to offer advice and guidance in areas such as marketing, finance and personal development.

We also run programmes to assist those getting ready for work and obtaining the essential skills for setting up a business.

Come and talk to us to discuss our full range of services.



National Vocational Qualifications

Stratford Business Services is now able to provide a greater choice of training to our clients. As well as an extensive short course portfolio, we have broadened the range of NVQs and work-based qualifications available.

We offer a variety of nationally accredited and certified programmes in a number of vocational areas. Our experienced business specialists and academic professionals will offer advice and guidance to assure the delivery of appropriate and effective training. They are also able to meet a variety of development needs, helping businesses forward by increasing the skills of their people.

Occupational areas include: Hospitality and Catering, Health and Social Care, Contact Centre Operations and many more...

"We have found Stratford Business Services to be very professional and flexible in their approach. They are always on hand to advise on course options and appropriate NVQs for employees. We are very happy with the service that they provide."

Fiona Paterson, Human Resources Manager
Wroxall Abbey Estate

Get **one step ahead** with our popular workshops which include:

- Accredited ILM Management Qualifications
- Team Development
- Belbin Profiling
- Leadership and Motivation for Directors and Senior Managers
- "Nipping it in the Bud" - Effective Feedback Skills
- Delivering Memorable Presentations
- Time Management
- Coaching and Mentoring
- Business Start-up
- Get Ready for Work

Hospitality and Catering

BIIAB Level 2 National Certificate for Personal License Holders

Who is the Course Aimed at?

Those, over the age of 18, who are employed in the licensed retail sector.

Key Objective

- To develop an awareness of the framework of the law that surrounds the licensed retail trade.

Course Content

- Licensable activities
- Personal licences
- Premises licences
- The designated premises supervisor
- Temporary event notices
- Protection of children
- Nature of alcohol
- Conduct of licensed premises

Candidates will need to complete a 40 question multiple-choice examination paper with a minimum of 28 correct answers to pass.

Course Outcome

Successful candidates will be awarded with the BIIAB Level 2 National Certificate for Personal License Holders and will be eligible to apply for their personal license.



WSET Wine Service

Who is the Course Aimed at?

This half day course is aimed at those working in or training to work in the hospitality industry and provides an excellent overview of the service and storage of wine in different working environments.



CIEH Level 2 Award in Food Safety in Catering

Who is the Course Aimed at?

Everyone working in a catering setting where food is prepared, cooked or served.

Key Objectives

To enable participants to understand:

- The terminology used in food safety
- The laws that apply to food businesses/handlers and be able to describe in general terms the requirements of the current regulations
- The concepts of food hazards and how the risk of food poisoning can be contained
- How to take product and equipment temperatures
- How a reduction in storage temperature will minimise bacterial multiplication
- The importance of high temperatures in the supply of safe food
- That food handlers can pose a risk to food safety
- The importance of utilising appropriate storage conditions for different types of food
- The importance of cleaning in food premises
- The need for high standards for structure and equipment to promote good hygiene in food premises

Course Outcome

Successful candidates will be awarded **CIEH Level 2 Award in Food Safety in Catering.**



WSET Wine Appreciation

Who is the Course Aimed at?

This full day course provides an excellent and informative overview of the world of wine appreciation. It is aimed at anyone who wishes to learn more about this exciting subject, whether for personal interest or professional development.



CIEH Level 3 Award in Supervising Food Safety in Catering

Who is the Course Aimed at?

Managers and supervisors in medium and large catering businesses.

Key Objectives

To enable participants to understand:

- Terminology used in respect to supervising food safety procedures
- A supervisor's role in ensuring compliance with UK and European food safety legislation
- The concept of contamination and the risks it imposes on food safety
- Temperature control in food safety
- The importance of good workplace and equipment design to ensure food safety
- The importance of supervising high standards of cleanliness in food premises
- The need for good pest control practice
- The need for high standards of personal hygiene
- The importance of being able to contribute to staff training
- Principles of the HACCP system and how a supervisor can contribute to the implementation of a food safety management system

Course Outcome

Successful candidates will gain the **CIEH Level 3 Award in Supervising Food Safety.**

"Stratford Business Services support our National Vocational Qualifications programmes in Customer Service and Professional Cookery. Responsive to our requirements in a friendly, efficient manner and flexible to our needs."

Jacqui Newton, Human Resources Manager
Macdonald Alveston Manor Hotel

Get one step ahead in catering:

- Customer Care for Hospitality
- City and Guilds Introductory Certificate in Hospitality Selling
- City and Guilds Introductory Certificate in Hospitality Customer Services
- Food on a Budget