

## Know-how: the CPD Newsletter of the Institute of Hospitality

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### May / June 2008

The Institute of Hospitality Continuing Professional Development (CPD) Newsletter is a bi-monthly publication provided free to members.

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[www.instituteofhospitality.org/membership](http://www.instituteofhospitality.org/membership)

**Welcome!**

The May/June Issue of *Know-how* focuses on the latest resources to support training and education. Please complete our **5 SECOND SURVEY – IF YOU LIKE THIS NEWSLETTER** SIMPLY CLICK ON THIS EMAIL: [library@instituteofhospitality.org](mailto:library@instituteofhospitality.org)

### **1. £100 Million Boost for New Hospitality Skills Academy**

The National Skills Academy for Hospitality has been given the green light after the bid was approved by government this week. The success of the bid - co-ordinated by People 1st - will mean that over £100 million of government funding will be shifted into developing talent for hospitality employers. An estimated 65,000 learners are expected to pass through Academy approved programmes in the next five years.

The announcement marks the dawn of a new era in education and training for the hospitality industry, with employers working in partnership with Academy centres to design and deliver challenging and robust programmes to stretch the best, most capable learners.

The Academy will consist of a number of new and unique cutting edge training environments. Hotel and restaurant schools will be established in major cities, designed to run on a true commercial basis while recruiting and developing learners, and joined by the best colleges serving the hospitality industry.

Barceló Hotels, Compass Group plc, Terry Laybourne and the Edge Foundation are investing over £14 million between them to develop these facilities, and they are joined by organisations from across the sector that have dedicated staff time and resources to support Academy operations. These include InterContinental Hotels, McDonalds Restaurants, Premier Inn, Paramount Restaurants, Sodexo, De Vere Hotels, Accor Hotels, Aramark, and London hoteliers who have united to develop a Virtual Hotel Academy in the capital.

See: <http://www.people1st.co.uk/national-skills-academy> for further details.

## 2. Final chance to apply for a Master Innholder Scholarship!

The deadline for application to the Master Innholder Scholarship is fast approaching. If you are a hospitality professional seeking financial support for training to help you move into a senior management role in hospitality then this scholarship is for you!

The Worshipful Company of Innholders and the Savoy Educational Trust Management have offered the scholarship since 1997. The aim of the scholarship is to provide mid-level hospitality managers with the funds needed to obtain training in senior management skills. The scholarships provide for training at one of four educational institutions: Cornell University (USA), Ecole Hoteliere de Lausanne (Switzerland), and two separate programmes at Cranfield University School of Business Management (UK).

The closing date for this year's 2008 programme applications is **30th June 2008**. For further information and an application form, please contact: [www.masterinnholders.co.uk/scholarships.htm](http://www.masterinnholders.co.uk/scholarships.htm) or Mr. Jeremy Logie, Executive Secretary, at 01803 862795 or by email at: [jeremylogie@masterinnholders.co.uk](mailto:jeremylogie@masterinnholders.co.uk)

## 3. Making the most of Leadership and Management Funding

New Funding of up to £1,000 is available for Leadership and Management Training through Train to Gain. Aimed at senior managers, the current funding availability is centred on the East of England (Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk) and is for companies of 10-250 employees. The funding can be used for accredited programmes such as the new Institute of Hospitality Management Qualifications or for units within such programmes as professional development. There will be a similar scheme available nationally from August this year and further details will appear in *Know-how* in due course. To check eligibility and to find out how to access this funding scheme or other funded training through the Train to Gain Service, call 0845 600 5024 or email [info@ttgbroker.com](mailto:info@ttgbroker.com)

## 4. Management Guides: the latest hospitality industry guides

The latest Management Guides from the Institute include the reissue of a guide on preventing and addressing a most unpleasant issue, bedbugs! They do happen – even in the best of hotels - and the industry ignores them at its peril. ***Bedbugs: A manager's guide to prevention and eradication in hospitality facilities*** incorporates the latest information regarding bedbug prevention, identification and extermination. The guide is available to members for free in the Online Catalogue.

The Institute also recently released a guide on the ***Corporate Manslaughter Act 2007***. If you haven't yet read the guide or conducted the necessary assessments of your hospitality

business, then don't miss this guide. It provides a brief overview of information and strategies regarding how to limit your organisation's risk under the new Act, which went into effect on the 6<sup>th</sup> April 2008. It's not too late to protect your business.

Institute members can obtain either of these Management Guides by simply logging on to the Online Catalogue and typing in the word 'bedbugs' or 'corporate manslaughter'. A record of the guide will appear; click "Open this document" to open a PDF version.

## **5. Managing violence in the workplace: HSE to offer FREE toolkit**

The Health and Safety Executive (HSE) is developing a new form of guidance to help employers, supervisors and managers in retail and licensed premises manage the risk of work-related violence. An electronic toolkit is currently in the final stages of development and will be published later this year. The toolkit will be available free on the HSE website at <http://www.hse.gov.uk>. As with all HSE materials, the toolkit will be easy to use and contain advice on how to conduct risk assessments for work-related violence. It will also provide detailed information on the wide range of control measures available to reduce or prevent violence in the workplace.

Check the HSE website for further information or watch this space, as *Know-how* will announce the release of the toolkit to the public when it becomes available.

## **6. Making business easier for small caterers: a FREE risk assessment and caterer case study**

Do you own a catering business? Does the risk assessment process for your catering business seem overwhelming? Are you worried that you haven't yet completed a risk assessment? Do you know where to start? The Health and Safety Executive (HSE) recognises that risk assessments may seem daunting for many new and small businesses. Consequently, HSE is providing a handy case study of a small catering business along with a sample risk assessment document. The materials can be found at: <http://www.hse.gov.uk/risk/casestudies/foodprep.htm>

Please note that businesses cannot simply copy the HSE sample risk assessment and place their name on the document because this would not meet legal requirements or protect the business from liability. Businesses can, however, use the HSE's information as a guide to conducting their own in-house risk assessment to determine where the organisation's health and safety risks lie and how the risks can be remedied. This type of risk assessment document provides protection to the business and should reduce injuries.

To supplement your risk assessment, feel free to download and display the very powerful images on the HSE's fantastic posters which were created for the **Shattered Lives Campaign**. See: <http://www.hse.gov.uk/shatteredlives/resources.htm>

For FREE posters see: <http://www.hse.gov.uk/shatteredlives/postercatering.pdf>

## **7. Internet resources for the Olympics**

Created by Intute, this new booklet offers links to, and descriptions of, some of the best online information resources for learning about the Olympic Games. The content has been specially selected and evaluated by Intute's very capable staff of qualified librarians and researchers. Categories include the history of the games, London 2012, Olympic people, research, event management and contemporary issues in sport. Students and businesses

– particularly those wishing to be involved in the upcoming 2012 Olympics - will find this title informative and helpful.

Visit the Intute site to obtain a FREE copy of Internet Resources for Olympic Studies in either hard copy, PDF or HTML versions. See: <http://www.intute.ac.uk/subjectbooklets.html> or <http://www.intute.ac.uk/supportdocs/olympics.pdf>

Everyone is welcome to copy, re-purpose and distribute the booklets for non-profit, educational use with suitable attribution, as the work is licensed under a Creative Commons License.

For further e-information on the Olympics try our latest e-book title on the Olympics: ***Olympic Tourism*** (2008) by Mike Weed. It is located in our Online Catalogue.

## **8. The Business Climate and going 'green'**

In response to growing environmental and sustainability concerns, the Institute is increasing its environmental materials for members. Members can now access *The Business Climate* on our website. *The Business Climate* offers hospitality owners and operators quality information and vetted resources to help them save money and the environment.

To supplement *The Business Climate*, the Institute also provides members with FREE access to the following environmental publications, which are located in two separate electronic resources:

**The eJournals Collection** – a selection of 50+ e-journals offering FREE electronic articles

- Global Environmental Change
- Indoor and Built Environment
- New Scientist
- Our Planet

**e-Books** (held in the Online Catalogue) – over 300 ebooks available to view in full content

- Corporate Environmental Management. Darabaris, John. 2008
- Corporate Social Responsibility: Balancing Tomorrow's Sustainability and Today's Profitability. Hawkins, David E. 2006
- Ecotourism : An Introduction. Fennell, David A. 2003
- Ecotourism Programme Planning. Fennell, David A. 2002
- Geotourism. Dowling, Ross Kingston; Newsome, David. 2006
- Managing Britain's Marine and Coastal Environment: Towards a Sustainable Future. Smith, Hance D.; Potts, Jonathan. 2005
- Managing Coastal Tourism Resorts : A Global Perspective. Agarwal, S; Shaw, G. 2007
- Marine Ecotourism: Issues and Experiences. Garrod, B.; Wilson, Julie C. 2003
- Monitoring for a Sustainable Tourism Transition: The Challenge of Developing and Using Indicators. Miller, Graham; Twining-Ward, Louise. 2005
- Natural Area Tourism: Ecology, Impacts, and Management . Newsome, D; Moore, S; Dowling, R. 2002
- Nature-based Tourism, Environment, and Land Management. Buckley, Ralf; Pickering, C.; Weaver, D.
- Sustainable Practice for the Facilities Manager. Shah, Sunil S. 2007
- The Environmental Brief : Pathways for Green Design. Hyde, Richard. 2007.

To access any of these titles members should login to either the eJournals Collection for free electronic journal articles, or logon to the Online Catalogue to access the e-books. Both links are located on the Institute's home page under Information Services.