



Funded skills support to help you develop your people and your business

Building a better skilled workforce

Now is the time to invest in talent

As the industry continues to grow, we need to inspire future generations to enter the industry – and those that are already in the industry, to stay.

We have a unique opportunity to reset the status quo when it comes to skills and professional development. Building a better skilled workforce, whose attributes and behaviours are valued and nurtured will provide the much-needed reinforcement to deliver a tourism product that attracts visitors and encourages repeat business.

There are support packages available now to help you invest in talent to help your business flourish.



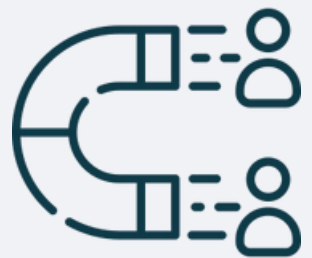
Benefits



Retain talent and develop their skills to the highest standard



Respond to changes in technology and new ways of working



Attract new talent to grow and develop with the business



Increase productivity



Increase employee satisfaction and staff morale



Increase sales



Upskill/reskill to meet changing customer demands



Grow and develop a sustainable business

*94% of employees would stay at a company longer if
it invested in their career development¹*

Don't delay. Act now to benefit from
a range of funded support
programmes to develop the skills of
your workforce and support your
business.

1. [linkedin-learning-workplace-learning-report-2018.pdf](#)



Support programmes

| Programme | Summary | Duration | Eligibility | Funding |
|--|---|-----------------------------------|---|---|
| <p>Workforce upskilling/re-skilling</p> <p><i>Skills Focus</i></p> | <p>Tailored training to meet business needs and increase the skills of existing employees through accredited qualifications at level 2 and above.</p> <p>Delivered by a local college.</p> <p>Covers short courses and skill areas which include:</p> <ul style="list-style-type: none">Health & hygieneCustomer serviceManagement & LeadershipDigital/IT skillsMarketing...and more <p>Find out more</p> | <p>Dependent on qualification</p> | <p>Businesses based in NI with fewer than 250 employees</p> | <p>: The programme is 75% funded by the Department for the Economy and requires a 25% employer contribution towards delivery costs for courses.</p> |
| <p>Bespoke business mentoring</p> <p><i>InnovateUs</i></p> | <p>Bespoke 1-2-1 mentoring with an expert from a local college to help businesses innovate and develop new and improved products/services and processes.</p> <p>Includes key areas such as utilising digital technologies.</p> <p>Find out more</p> | <p>10 to 60 hours mentoring</p> | <p>Businesses with fewer than 50 employees</p> | <p>The Programme is fully funded by DfE.</p> |

| Programme | Summary | Duration | Eligibility | Funding |
|---------------------|---|--|---|---|
| Apprenticeships | <p>An apprenticeship is a work-based programme designed around the needs of employers, which offers recognised training and qualifications to new employees or existing employees taking on new roles that require substantial training and development.</p> <p>Apprenticeships are available at three levels Level 2 – craft Level 3 – supervisory Higher Level Apprenticeship [Level 4 upwards] – management</p> <p>Skill areas include: Hospitality Catering & Professional Chefs Cultural Heritage Cultural venue operations Customer Service Active Leisure & Wellbeing Digital Marketing</p> <p>Further details</p> | <p>Dependent on apprenticeship & qualification</p> <p>Minimum of 24 months.</p> <p>Higher Level Apprenticeships are a minimum of 24 months</p> | <p>The Apprentice must be employed or be about to take up paid employment in NI and be working a minimum of 21 hours per week.</p> <p>The Apprentice must meet the entry requirements of their chosen qualification.</p> <p>The Apprentice must be of the minimum school leaver age in Northern Ireland</p> | <p>Fully funded for the off-the-job training element of Apprenticeships for all ages</p> <p>Off the job training element of Higher Level Apprenticeships are fully funded</p> |
| Innovation Vouchers | <p>Access expertise from a knowledge provider (university/college) to help design new or improved products, processes and services.</p> <p>Details available here</p> | Dependent on project | Available for all sectors. | Up to £5,000 |



Contact:

For further details on the support programmes available get in touch with the support for business team at your local college



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business.engagement@nrc.ac.uk



Skills support from Invest NI

| Programme | Summary | Duration | Eligibility | Funding |
|--|---|---|---|---|
| Training Needs Analysis to Training Plan | Virtual sessions offering advice on identifying the training needs of an organisation and advice on how to develop, cost and manage an effective training plan. Details here | Up to 1.5 hrs | Open to all businesses | Free to attend |
| Skills Adviser Support | An experienced skills adviser provides 1:1 support to assist companies in identifying training needs and help develop a plan to address these needs. | | Available to Invest NI customers | Free |
| Skills Advancement Grant | Support for external training, travel and accommodation costs at 50% grant up to a maximum of £15,000 grant. It does not cover mandatory training and VAT is excluded. The minimum training expenditure supported is £2k (£1k grant). Details here | The grant is available for 18 months only with no option to extend the offer. | Available to smaller companies who are already customers of Invest NI | External training costs at 50% up to £15,000 |
| Skills for Growth for SME's | Financial support for training activities. The scheme supports trainee wages, internal trainer, external trainer and travel and accommodation costs. Mandatory training, induction training and repeat training are not eligible and VAT is excluded. Details here | This support is available for a period up to 24 months. | Invest NI customers who are SMEs. | Grant support is variable up to a maximum of 50% of eligible costs. |

| Programme | Summary | Duration | Eligibility | Funding |
|---|--|--|--|---|
| Skills Growth for Large Enterprises and or Foreign Direct Investors (FDI) | <p>The scheme supports trainee wages, internal trainer, external trainer and travel and accommodation costs.</p> <p>Mandatory training, induction training and repeat training are not eligible and VAT is excluded. Trainee wage costs cannot exceed the costs of all other eligible costs.</p> | This support is available for a period up to 60 months | This is available to Invest NI customers who are large enterprises and or FDI. | Grant support is variable up to a maximum of 50% of eligible costs. |



Contact:

Contact the Business Support Team at Invest NI to explore options for your business.

0800 181 4422

www.investni.com/support-for-business/skills-development



Management skills support

| Programme | Summary | Duration | Eligibility | Funding |
|--|--|---|--|---|
| <p>Help to Grow – Management</p> <p>Expert training and mentoring for growth</p> | <p>A 12-week executive development programme, aimed at senior leaders in small and medium businesses, delivered by leading UK business schools accredited to the Small Business Charter.</p> <p>The programme is provided under the government's Help to Grow scheme and includes 50 hours of in-depth training and 1:1 support from a business mentor. The programme in Northern Ireland is due to start in September 2022. It will be delivered through online and face-to-face sessions.</p> <p>Find out more about applying for the upcoming Help to Grow: Management Course from: Ulster University Queen's Management School</p> | 12 weeks | <p>Your business must:</p> <ul style="list-style-type: none"> • be an SME based in the UK • employ between 5 and 249 people • have been operational for at least one year • not be a charity <p>The applicant must be a senior decision maker (such as Chief Executive, Finance Director, Operations Director, etc) and commit to completing all sessions.</p> | The 12-week programme costs participants £750, with the remaining 90% subsidised by the government. |
| <p>Knowledge Transfer Partnership (KTP) Scheme</p> | <p>The Knowledge Transfer Partnership (KTP) scheme helps businesses to innovate and grow. It does this by linking them with a university and a graduate to work on a specific project. KTPs are designed to deliver an innovation project and bring about lasting, transformative change.</p> <p>The project is led by a suitably qualified graduate (known as the Associate) with the capability to lead a strategic project with full support and input from the academic and business teams.</p> <p>For further local information contact: Queen's University: l.marks@qub.ac.uk 028 9097 2568 Ulster University: a.fullerton@ulster.ac.uk 028 7137 5236</p> | A KTP can last between 12 and 36 months depending on the project and the needs of the business. | Growth-oriented SMEs and businesses seeking significant productivity gains and looking to deploy industry-leading practices and innovation processes. | It is part-funded by a grant. The amount businesses need to contribute is different for SMEs and larger companies |

Recruitment & Retention Webinar Series



A webinar series from HATS Network, with support from Tourism NI, is available to help small and medium businesses adopt and implement ‘Our Hospitality & Tourism Commitment’ to enhance the appeal and attractiveness of the industry as a good quality employer and great place to work.

Visit www.hatsnetwork.co.uk/webinars to access the webinars on-demand.





Mental health and wellbeing support

A free workplace health and wellbeing support programme funded by the Public Health Agency offers a package of support which includes: employee workplace health and wellbeing survey to determine employee health priorities, assistance with the development and implementation of a three year workplace health and wellbeing action plan, Health Champion Training for employees in your workplace to drive forward a three year action plan, access to workplace health training including Mental Health First Aid and provision of resources for health and wellbeing initiatives.

Other mental health resources

- [CIPD and Mind – People Managers’ Guide to Mental Health](#)
- [CIPD on the role of people managers and wellbeing](#)
- [Mind on supporting yourself and your team](#)
- [CIPD – Managing stress through positive management behavior](#)
- [ACAS – approaching sensitive conversations about mental health](#)
- [Mind – Wellbeing Action Plan download](#)



Other online training courses

- [AbilityNet](#) helps people of any age to use technology to achieve their goals at home, at work and in education.
- [Alison](#) is a free learning platform for education and skills training. It is a not-for-profit social enterprise dedicated to making it possible for anyone, to study anything, anywhere, at any time, for free online, at any subject level.
- [BBC Skillswise](#) offers a collection of free videos and downloadable worksheets to help adult learners improve their reading, writing and numeracy skills.
- [BT Skills for Tomorrow](#) offers a wide range of free resources anyone can use to help them stay safe, connected and informed online.
- [Business Model Canvas](#) helps you develop business direction, appraisals and create new value propositions and business direction.
- [Carnegie Trust](#) in partnership with CILIP Library association offer online development materials on leadership and innovation, including on transformation, creativity and innovation, influencing skills and power.
- [Class of 2020](#) offers learning and development materials on upskilling programmes for graduates, including short courses, live webinars, business challenges and questions and answers.
- [Google Digital Garage](#) offers over 40 hours' worth of training to get the digital skills you need to start your career or grow your business.
- [Invest NI](#) offers a wide range of tools and business tutorials to support improvements in business processes and growth.
- [Khan Academy](#) offers practice exercises, instructional videos, and a personalized learning dashboard that empower learners to study at their own pace in and outside of the classroom, offering mathematics, science, computer programming, history, art history, economics, and more.
- [Learn My Way](#) is a website of free online courses, built by Good Things Foundation to help people develop their digital skills.
- [Training Matchmaker](#) offers a range of free short courses, based online or across Northern Ireland, in a wide range of technical and vocational areas.
- [Class Central](#) offers several thousand free online courses that have been developed by a number of top universities from across the globe, including in ICT and business.
- [Oxford Home Study College](#) offers a range of fully certified provision including cyber security, digital marketing, life-coaching and planning.
- [UK Learns](#) is a new online learning platform, offering a wide range of largely free, certified courses, which have been identified with employers as relevant for future employment.
- [The Skills Toolkit](#): Free courses to help learn new skills. Includes general skills such as digital design and marketing, business and finance, personal growth and wellbeing and professional development as well as more specialised skills.

The HATS network is committed to working collaboratively with partners to inform the development of fit for purpose skills solutions to support our tourism workforce, both now, and into a better future.

Please forward this guide on to colleagues that you feel may be interested.