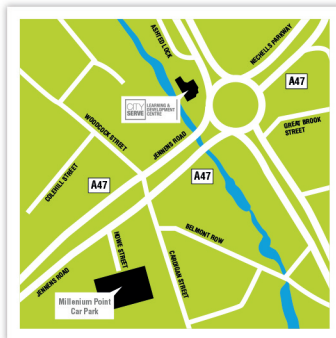


For more information, please contact our Learning & Development Team:  
07860 907022  
cityservetraining@birmingham.gov.uk



### HOW TO FIND US



Cityserve, Ashted Lock, Birmingham Science Park B7 4AZ

📞 0121 464 9002 🌐 [www.cityserve.org.uk](http://www.cityserve.org.uk) 📱 @cityserveofficial  
📍 @lovecityserve 📧 Cityserveofficial 📧 cityserveinfo@birmingham.gov.uk



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# Looking for an inspirational venue for staff training? Look no further.

Situated in the heart of Birmingham, your brand-new Learning and Development Centre is a state of the art teaching venue designed to inspire, motivate and educate. We are an accredited Quallsafe Awards Centre - our catering-industry focussed legislative training courses are formally recognised by government agency Ofqual, which means peace of mind for you. Training is delivered by Cityserve, the multi-award winning Foodservice Division of Birmingham City Council and one of the region's largest and most respected employers. As a civic-organisation, we have no shareholders and our purpose is to provide an excellent service and value for money.

As well as legislative training we offer a wide variety of in-house developed training courses in order to develop your workforce

- Stunning, purpose built facility
- Freshly made cuisine prepared on site to the highest of standards
- Easy access from the centre of Birmingham and motorway links
- Nearby parking
- High quality trainers with diverse experience
- 1:2:1 Training and support on request
- Wide array of courses available with additional courses regularly added
- Great value training

If you'd like to come and take a look, talk about your training needs or request further information, please contact our Learning & Development team  
Email : [CityserveTraining@birmingham.gov.uk](mailto:CityserveTraining@birmingham.gov.uk) or call: 07860907022

## More about Quallsafe

Quallsafe Awards is one of the largest Ofqual recognised Awarding Organisations in the UK and was shortlisted for the Federation of Awarding Bodies (FAB) Awarding Organisation of the Year Award in both 2015 & 2016. Quallsafe accreditation allows us access to deliver and award a range of ground-breaking qualifications that are included on the Qualifications Credit Framework (QCF) and the Regulated Qualification Framework (RQF).

## Overview of Courses Available

## Duration

### QA Level 2 Award in Food Safety in Catering

1 Day

*This qualification is essential for those who come into contact with food handling areas due to the nature of their work. Successful candidates will gain a strong understanding of the importance of food safety including correct food handling practices and measures to reduce the risk of contamination.*

### QA Level 2 Award in Emergency First Aid at Work

1 Day

*This qualification is designed for individuals who wish to act as an emergency first aider in the workplace. Upon successful completion of this qualification, candidates will be equipped with the essential skills needed to give safe, prompt and effective first aid in emergency situations.*

### QA Level 3 Award in First Aid at Work

3 Days

*This qualification is designed for individuals who wish to act as a first aider in their workplace. Successful candidates will learn how to manage a range of injuries and illnesses that could occur at work and will be equipped with essential skills needed to give emergency first aid.*

### QA Level 2 Award in Principles of Manual Handling

½ Day

*This theory based qualification is essential for all employees as it provides candidates with an awareness of safe manual handling practices and the risks of unsafe manual handling.*

### QA Level 1 Award in Fire Safety Awareness

½ Day

*Candidates will learn basic fire safety principles in order to ensure they are keeping themselves and others safe at all times.*

### Train the Trainer

2 Days

*This comprehensive course is for candidates who require the skills to deliver training in the workplace. Outcomes will include an effective understanding of various learning and development styles required to deliver effective and impactful tuition.*

### Menu Design

1 Day

*Perfect for Catering Supervisors, Chefs and Kitchen/Unit Managers to learn with our Development Chefs and further their creative skills in menu and recipe design.*

### Healthier Food and Special Diets

1 Day

*A comprehensive module on healthy eating, special diets, nutrition and allergens.*

### Customer Service Training

½ Day

*Empowering candidates with an empathetic understanding of what good customer service looks like, including: Understanding your customer; delivering excellence as the norm; the power of teamwork; creating a positive image; dealing with challenging customers and the development of improvement action and review planning.*

If you have any specific training requirements that aren't listed above, please contact us to discuss how we can facilitate or deliver your session.