

A new approach for a new future



Ayanay
Psychological
Accreditation
Membership

Elevated Hospitality Programme



From State Parenting to
THE WORLD AT YOUR FEET
WORK WELL WITHIN



Overview

The Work Well Within project brings together the phenomenal experience of The Pellin Training Institute and Ayanay Psychological Accreditation Ltd.

Elevated Hospitality Programme, (EHP) offers a uniquely comprehensive system of hospitality training, linked to increasing core skills and psychological awareness. The Elevated Hospitality Programme gives targeted support to young people connected to the social care sector, this can be 'Fostered Children', as well as the Children of Foster Parents. (These 2 groups will be collectively treated as 'Connected Young People')

The 4 level, multi-site Programme provides young people with the best global introduction to the hospitality industry. Raising the bar, in both ethical and operational delivery of service, while never losing sight of the guest experience, and the importance of effective interactions in the service environment.

'To serve without being subservient'

The Elevated Hospitality Programme,

Work Well Within accepts and acknowledges the complexities of life for Connected Young People, understanding these, has allowed us to create a programme, that not only enhances the hospitality sector, but also enhances the life experience and successful opportunities for all those that complete the programme. Unlike any, education-based hospitality training programme, the Elevated Hospitality Programme is designed with psychological well-being woven throughout it, along with dedicated pastoral care, to ensure all Connected Young People have the best opportunity to succeed.

The Work Well Within Project draws on the expertise of the full team involved:

- ✓ David Sleet's (MD of APA) expertise in the industry.
- ✓ The Team at the Pellin Training Institute.
- ✓ Siobhain Crosbie's (CEO of APA) expertise of Trauma related psychotherapy.

This will initially be offered as a pilot programme, as there is plenty of in-house expertise in both the industry and training in the fostering world. It is envisaged that the prototype can be extended to other industries, for example, construction.

Who is this for?

This programme is designed to be delivered in partnership with hospitality providers. Thus, allowing the maximum benefit of support, training and experience to be combined for the positive benefit of both employer and young person. That said, Levels One and Two can be delivered as a stand-alone employability package for social care providers, training partners and education & employability providers.

The Work Well Within Project seeks to engage with those interested parties that,

- a) Wish to positively engage with young people with Social Care experience.
- b) Hospitality Providers that acknowledge the need to increase the talent pool from which they can select new employees.

The Work Well Within Project, acknowledges and accepts the challenges of working with young people with difficult histories. Many of these challenges are not unsurmountable. This programme is designed with the support, knowledge, understanding and tools, woven throughout, so that at every stage the employer and the young person are able to succeed.

Who delivers the programme?

Every single professional involved in the delivery of the Elevated Hospitality Programme is trained, qualified, experienced and accredited by Ayanay Psychological Accreditation Membership. We believe that by having therapeutically qualified professionals working alongside industry professionals provides the strongest environment for long term success. At a time when hospitality is increasingly aware of the risks posed by negative mental health in the workplace, it is prudent, to develop a workforce that has psychological resilience woven into its training.

Why does the hospitality sector need this?

For decades the hotel sector has reported difficulty in successfully recruiting young talent. With many programmes and initiatives attempted over the years, having at best, mixed results. It is evident, that the reason many young people, do not successfully build long term employment within the sector, is more often than not, about their own readiness and capability to positively engage with the working environment. This does not only apply to the hospitality sector and while, it does not apply to every young person, it is a component that many employers have reported over the years.

As the sector can not wait for young people to become ready or increase their capability alternative solutions have had to be devised. With an ever-decreasing pool of talent the sector cannot continue struggling and risk having to reduce service levels as a result of reduced headcounts. This programme is the first of its kind as it

- a) Addresses the need of the industry to have a talented, motivated and capable workforce.
- b) Acknowledges the need for increased employability skills. (These are not generally coming from traditional sources.)
- c) Focuses energy on young people that are often capable but ignored.
- d) Provides a valid, tangible and practical demonstration of corporate social responsibility.

But ultimately

- e) Provides a long-term investment that reduces costs on recruitment, selection, induction and retention.

The Levels

- Level One: **Transitional Support** for Connected Young People. Delivered within the hotel environment. 1 day a week for 10 weeks.
- Level Two: **Selection & Induction** for all Operational Agents (O. A's). No one will be addressed as a trainee. This level will include statutory certifications in Fire, Health & Safety, and First Aid. This process will take a total of 31 working days, and takes place away from operational delivery. (This can be delivered as a 50 / 50 time split with operational delivery).
- Introduction to Service
 - Service NOT Servitude
- Level Three: **Operational Modules.** This will take a minimum of 24 weeks to complete. This level includes dedicated focus on:
- Interactions
 - Team Focus
 - Social Strata and Memory Links
 - Communication and Passive Listening
 - Two Chair Work
 - When Things Go Wrong
 - Solution: The Way Forward
 - The Emotional Pendulum
 - Evaluation Strata
 - Effective Decision Making
 - Personal Development
- Level Four: **Advanced Modules.** This will take a minimum of 24 weeks to complete. This level includes dedicated focus on:
- Perseverance & the Contribution from Hurt
 - Effective Planning
 - Awareness & Purpose
 - Active listening
 - The Persona Gap
 - Marketing
 - Industry Knowledge
 - True Rest
 - Managing Team Growth

Graduation: All Level four graduates will receive the 'World at your Feet' commemorative lapel pin. This pin represents the knowledge and experience of a Professional individual, that can provide

- Exceptional service, without servitude.
- Operational awareness that enhances the guest experience.
- Team attitude that compliments any organisational format.

THE WORLD AT YOUR FEET. © This marks a recognition of the knowledge and experience gained from completing the Elevated Hospitality Programme. This will come to globally represent the standard of excellence created throughout the Elevated Hospitality Programme.