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

Building back with a better skilled workforce

Now is the time to invest in talent

As the industry builds back from the disruption caused by Covid-19 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 back with 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.

And we don't need to wait until the pandemic is over to begin. There are support packages available now to help you invest in talent to emerge stronger from the crisis and help your business flourish.



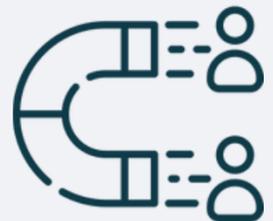
Benefits



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 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 & hygiene Customer service Management & Leadership Digital/IT skills Marketing...and more 	<p>Dependent on qualification</p>	<p>Businesses based in NI with fewer than 250 employees</p>	<p>100% funded until 31st March 2022</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>10 to 60 hours mentoring</p>	<p>Businesses with fewer than 50 employees</p>	<p>Fully funded</p>
<p>Innovation Vouchers</p>	<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>	<p>Dependent on project</p>	<p>Available for all sectors.</p>	<p>Up to £5,000</p>

Programme	Summary	Duration	Eligibility	Funding
<p>A range of short-term courses to improve skills for those impacted by COVID-19</p> <p><i>Skills Intervention Programme</i></p>	<p>Over 5,000 free places on short courses, delivered by the local further and higher education providers. Opportunities are available from entry to postgraduate levels, focussing on:</p> <ul style="list-style-type: none"> digital skills green technologies leadership and management <p>Most courses will be delivered online and include an accredited qualification. Find out what courses are available here</p>	<p>Courses will finish by 31st March 2021</p>	<p>Open to individuals who have been furloughed, made redundant, are at risk of redundancy or whose job has been affected by the COVID-19 pandemic.</p> <p>Places are limited</p>	<p>Fully funded</p>
<p>Apprenticeships</p>	<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>Dependent on apprenticeship & qualification</p> <p>Typically up to 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 16-24 year olds and 50% of the costs for 25+ in economic priority sectors</p> <p>Off the job training element of Higher Level Apprenticeships are fully funded</p>

Programme

Summary

Duration

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Apprenticeship Recovery Package

Short term incentive schemes to support retention and progression for existing employees and/recruitment of new talent.

The Apprenticeship Return, Retain and Result Scheme

Provides incentive payments to help employers return apprentice(s) from furlough and retain them through to successful completion of their apprenticeship.

[Details available here](#)

The New Apprenticeship Incentive Scheme

Provides incentive payments to help employers creating new apprenticeship opportunities from 1 April 2020 to 31 March 2021. This applies equally to new apprentices and those who have been made redundant from another employer.

[Details available here](#)

Employers participating in the Department for the Economy funded ApprenticeshipsNI or Higher Level Apprenticeship programmes whose apprenticeships were furloughed as part of the UK Government Coronavirus Job Retention Scheme

Employers who take on an apprentice participating in the Department for the Economy funded ApprenticeshipsNI or Higher Level Apprenticeship programmes. This is open to both new and existing employees, however, to qualify an existing employee must be starting a new job role that requires a substantial amount of learning and skills development.

Programme eligibility excludes public sector employees.

A maximum of £3,700 is available per apprentice.

Up to £3000 for each new apprenticeship opportunity created

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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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)

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. Trainee wage costs cannot exceed the costs of all other eligible costs.

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



Skills support from Ulster University

Programme	Summary	Duration	Eligibility	Funding
One-to-one business support sessions from University of Ulster Business School (UUBS)	One to one business support sessions across key topics such as Marketing, Supply Chain, Digital Strategy, HRM, Finance, Leadership and Innovation	3 x 1-hour sessions	Contact Kristel Miller k.miller@ulster.ac.uk for details.	Free
Management Knowledge Transfer Partnership (mKTP)	<p>mKTP's link businesses with an expert academic team and a suitably qualified graduate to deliver a strategic project specifically focused on driving effectiveness through better management practices.</p> <p>mKTPs incorporate a range of leadership and management skills and requirements to build a strategy that drives change and improves business performance. They span all key business functions - from marketing to IT, creativity to strategic management; HR to employment relations; finance to logistics.</p> <p>For further details contact Amanda Fullerton E: a.fullerton@ulster.ac.uk</p>	Projects can last between 12 months to three years.	Growth-oriented SMEs and businesses seeking significant productivity gains and looking to deploy industry-leading practices and innovation processes.	<p>Innovate UK contributes 50-67% of the project cost.</p> <p>Small to-medium business contribute 33% and a large business 50% per annum of the costs.</p>

Information webinars



Sign up for one of our bite-sized virtual information sessions to find more about the available skills support.

Visit www.people1st.co.uk/HATS-network to view available dates and register.





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.

In the current Covid-19 crisis there are also commercial organisations offering some of their usually paid for courses for free. Some providers to check include:

- [Accenture](#)
- [Barclays Lifeskills](#)
- [Linkedin Learning](#)
- [Pearson \(UK Learns\)](#)
- [Rolls Royce Digital Academy](#)

The [Springboard Charity](#) also offers a range of free virtual sector specific programmes designed to upskill employees, employability programmes and specialist careers, advice and guidance.



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.



www.people1st.co.uk/HATS-network
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