



Institute
of **Hospitality**

Institute of Hospitality
Endorsement Application Form

The Crumbs Project

October 2019

Application Procedure

Please read the Endorsement Guide carefully before completing this form.

The application form and supporting documentation should be submitted *electronically* to allow members of the Professional Review Panel easy access to the material.

Please send the completed application form together with one copy of the learning product or programme of learning syllabus together with supporting documentation via email to accreditation@instituteofhospitality.org.

Supporting information and website links should be referenced in the appropriate section of the form (page 5 onwards).

Large applications should be submitted via <https://www.dropbox.com>

Please follow these instructions to share the application:

- ❖ sign up to create an account if you do not already use dropbox
- ❖ log in to dropbox with your credentials (email address and password)
- ❖ select 'Sharing' from menu on left,
- ❖ select 'New folder shared' in blue box (top right),
- ❖ select 'I'd like to share an existing folder' and select 'next' in blue,
- ❖ click on the folder you wish to share (ie your submission)
- ❖ add accreditation@instituteofhospitality.org to 'invite members to this folder'
- ❖ select 'share this folder'

The Institute of Hospitality will confirm safe receipt of the application.

For help in completing this form please contact:

Maria Lockwood FIH

Accreditation and Endorsement Manager

E: accreditation@instituteofhospitality.org

DD: + 44 (0) 20 8661 4908 / 4900

Provider Contact Details	
Provider Name:	The Crumbs Project
Contact name:	Ursula Boardman
Job Title:	Training and Development Manager
Address:	The Crumbs Centre, 20A Hibberd Way, Bournemouth, BH10 4EP
Telephone:	01202 519320
Email address:	ursulab@crumbs.org.uk
Website:	www.crumbs.org.uk

Fees 2019 (£ Sterling)		
Following an initial evaluation of the application, the Institute of Hospitality will invoice for the relevant endorsement fees due and the Professional Review Panel will proceed with the full renewal of endorsement on receipt of all fees.		
Evaluation fee £500	A non-refundable fee that applies to all new applications. This fee is waived for renewals. 50% discount has been exceptionally applied against the published fee.	£250
Endorsement fee A £1,150	Provides endorsement for two years. A special discounted charity rate has been exceptionally applied against the published fee.	£350
Total fees due (* EU countries pay VAT) exceptional rate has been applied		£600 + vat

Declaration	
I declare that, as the nominated representative of	
Programme provider name:	
that I apply for the Institute of Hospitality to conduct the endorsement review for the programmes listed in this form and I request an invoice for the endorsement fees as shown above, which must be paid in full before the full review process will be undertaken.	
Name:	Ursula Boardman
Job Title:	Training and Development Manager
Date:	24/10/19

Information Required

Please refer to Section 2 and Section 4 of the endorsement guide.

1. Programme titles

1. Crumbs Foundation Certificate
2. Crumbs Certificate in Food Production & Service
3. Crumbs Diploma in Food Production & Service
4. Crumbs Certificate in Administration
5. Crumbs Diploma in Administration
6. Crumbs Certificate in Housekeeping
7. Crumbs Diploma in Housekeeping

2. Programme information

Details to include:

length of programme,
aims and learning outcomes
lesson plans, trainer notes
methods of delivery: face-to-face, online, blended
case studies, role plays, slides, presentations, video clips
individual/group exercises
pre-coursework preparation, post-coursework follow-up
website link and login details for online learning

If submitting online courses, please provide login details for full access for: accreditation@instituteofhospitality.org

Web link:

Username:

Password:

Access period valid until:

The programme would normally take trainees up to 18 months for completion depending upon the level of attainment and their personal circumstances. All trainees are therefore on independent Learning Programmes (ILP) that reflect their attendance pattern, the funding provision and rates of progression.

The aim of the Foundation Certificate is to introduce the trainees to the knowledge, skills and understanding to be able to work within the team and organisation, safely, and professionally by recognising and meeting the standards required to succeed and move to the next level.

The aim of the Certificate and Diploma is to develop the trainee's knowledge, skills and understanding to be able to work at an entry level in their preferred professional competences to be able to work as a valued member of the team with the appropriate guidance and supervision.

All trainees will undertake the foundation certificate prior to progression to a named pathway. This foundation level is an induction programme that aims to introduce the trainees to the new working environment, to support their communication and literacy skills as well as introducing concepts of food safety and health and safety.

The training programme provides for structured progression for trainees to be able to obtain certification related to their abilities from Foundation Level through to Certificate and then Diploma. The programme has three pathways, food production and service, housekeeping and administration. Although this programme will not lead to government recognised qualifications, they would broadly equate to Entry Levels 1 to 3 on the

Regulated Qualifications Framework (RQF).

Methods of delivery will be done by face to face in one-to-one, pair and group sessions, classroom setting, slides, video clips and role play.

Our applicants will attend a taster session as part of the pre-coursework preparation.

This will allow the participant to understand how the course will work and an opportunity for our trainers to assess each person individually on their level of learning. Preparations for the course will also take place during the induction phase. This will help identify which department the learner will want to complete their training in.

All trainees attend a quarterly review of their training with a trainer or the Training and Development Manager. The post-coursework follow-up will take place between 18 and 24 months. Each participant can attend our Work-Steps programme for a further 6 months whereby they will attend work experience and job club.

All trainees have their own learner profile which is updated quarterly at their review.

Each profile will contain a training plan (which contains trainer notes), grading scales, photographs, recipes, paper-based exercises, workbooks and records of assessments.

See Crumbs training booklet

3. Organisation information

Details on the organisation structure and background. Is it part of a larger organisation, or a legal entity in its own right? A brief statement of ownership is required. Information should be given that determines whether the organisation is publicly or privately owned. Company / charity registration numbers and an organisation chart should be submitted.

Crumbs, (Charity No.1151926) was founded in 1997 and has the objective of providing education and training for adults with a range of mixed disabilities through carefully designed training programmes that assist in progression to employment and independent living.

The charity is managed by a Board of Trustees supported by a management team, trainers, support staff and volunteers. It operates from its own premises in Bournemouth from where it also provides a comprehensive range of catering services.

For further details see documents attached

4. Organisation experience

Details on the competence and experience of the organisation in the design and delivery of learning programmes / products.

The vocational training programme provides opportunities for learners to develop professional, vocational and personal skills in catering, housekeeping and administration all set in a commercial context. The overall philosophy

Is that the trainees learn through the development of skills and understanding by working alongside our trainers in a commercial environment. This experiential or 'learning doing' approach has been the guiding principal over the past 22 years of operation.

Within the that time the charity has supported and changed the lives of hundreds of trainees. It has a contract with the local authority (BCP) for the delivery of 20 training places a year and those places are filled on a referral basis from a range of local agencies including local mental health and social care teams as well as with the SEN school provision for their school leavers. An additional 10 places are made available to 'self-funders' in receipt of 'care packages' that include a training component.

5. Assessment methodology

Details of the type and form of assessments used in measuring the learner's performance in relation to the desired outcomes (where applicable).

Trainees progression is constantly monitored by the team and in addition to the professional skills assessments, (See attached) trainees have regular review and goal setting meetings. The goals setting is an important part of the framework of training and addresses the soft and personal skills development essential for independent living and employment.

All reviews are recorded in the trainee's personal files as are any specific issues that may be related to the individual's disabilities.

The formal assessment of the professional skills through observation will be recorded on the assessment template that is to be found within the Programme document. Trainees will also undertake a professional conversation in order to ensure that the key principles and understanding has been achieved.

When the trainee is approaching the completion of their programme a 'Journey to Work' and Employment Skills Assessment is undertaken to guide the work steps programme. These documents are also to be found in the Programme Documents.

6. Development resources

Details of the development of the programme including the programme designers and evidence of their background(s).

The programme has been designed and developed by the team including Prof P A Jones the Chair of Crumbs who has significant expertise in the areas of programme design and development. Ursula Boardman the Training and Development Manager has been in post for 14 years and provides a wealth of practical experience in dealing with trainees with often complex disabilities.

All of the trainers are qualified achieving the NCFE level 3 award in Education and Training and follow a regular professional development programme across a range of related activities. These includes updates of health and safety legislation, allergens and safeguarding. All staff and trustees are DBS checked.

Crumbs employs 7 FT and 7 PT staff. 5 FTE's are direct trainers with a further 5 Pt staff acting as job mentors and coaches.

7. Programme learners

Details of the programme learners, the eligibility criteria, and how the learners will benefit from the programme.

The trainees are all adults (18+) with a range of disabilities that can include; learning difficulties, mental health issues, stabilised addiction, head injuries resulting in impairment, autism or similar conditions. Trainees are assessed to ensure that the training programme is accessible and will meet their needs, they need to be physically capable and express enthusiasm for the skills they will learn.

Recruitment is via referrals from the local social support agencies, word of mouth within the disability networks and self-referral by self-funders. There is currently a wait list of self-funders.

The benefits to the trainees are the professional recognition of their standards and level of achievement within the commercial and professional context. The overarching aims are for the trainees to be able to: develop a range of professional skills within their own abilities and aspirations that provides opportunities for further employment, develop personal skills and knowledge that encourages independent living and provides a preparedness for employment, developing self-confidence to work as part of a team. The professional recognition enhances the training program status and stature with employers as well as developing confidence and aspiration amongst the trainees. Also provides an opportunity to be able to publicly recognise through a "graduation" of the trainee's achievements.

8. Marketing

Details of the potential or existing markets and how the programmes are marketed to learners.

How we promote our programme:

- Visit local SEN schools and talk to teachers and parents in the post 16 group.
- Advertise on our website and social media pages.
- Give talks to the local community, attend local events and network
- Email and post information out to residential homes, other organisations who support adults with learning disabilities, mental health illness, brain injury and addictions.
- Email and post to our local Social Services, Mental Health teams and Learning Disability teams.
- Hold 'Open Days' at our training centre

9. Quality assurance and review systems

Details of systems used to assure, maintain and improve the quality of the programmes.

See Programme Handbook

10. Supporting material

Details of the following:

- pricing structure
- evidence of support for the programme from existing users
- sample certificate for successful completion of the programme
- an indication of where you wish to carry the Institute's endorsement logo (e.g. certificates, website, marketing)

Our funding provision is provided by our local authority. Crumbs has a contract with the local authority, adult social care to provide a certain of training places on an annual basis. Contract requires reporting at the individual and organisational level with monitoring visits and meetings to ensure that the monitoring data is accurately recorded and presented in the format required. In addition, regular reports to the Board of Directors require collation and presentation of all the relevant training and other data.

The institute's endorsement logo will be carried on our website, social media pages, certificates, trainee workbooks/assessment documents and leaflets.