



# Insights Development Programme





The aim of the **Insights Programme** is to support and develop you to progress your career to the level of a Duty Manager before the end of this twelve-month development programme.

You will complete a short assessment session to check you are ready to take the next step in your development. During the assessment process you will complete problem-solving activity and a job chat.

Once you have been accepted on to the programme you will be assigned to a specific coach in the hotel who will support you through the My Ops training and shadow during DM shifts.

You will also be assigned a mentor who will support your development and be able to offer advice and support on your development journey.





## Learning & Development

All Insights Trainee Managers will be supported via a blended approach to learning and will participate in the following monthly learning themes with delivery dates being available via the GROW programme portal -

- On job coaching with hotel mentor
- Off the job compliance training in First Aid, Fire Marshal and Manual Handling
- GROWonline Courses, Webinars and Workshops
- Apprenticeship Standard in Customer Service level 2 (or equivalent)

## Monthly Themes

- Compliance (including MyOps) – First Aid, Fire Marshal & Manual Handling Trainer
- Coaching and Motivating – Team Coach Workshop
- Knowing the customer
- Communication & Conflict Management Session
- Guest Experience – Guest Care Train the Trainer Workshop
- Products and services – Academies Learning
- Business Metrics & Trust You Session
- Policies & Procedures and Personal Resilience
- Leadership Skills - First Time Manager Workshop
- Team Work – Academies Learning
- Regulations & Legislation – The People Programme
- Career Conversations & Leo Brand Ambassador

## The first six months:

- Attend the programme induction
- Complete apprenticeship/study sign up
- Complete the monthly learning themes
- Completion of My Ops mandatory within first three months
- Complete DM shadow shifts (minimum two shifts per month) to gain knowledge and experience to be able to work alongside DM mentor to apply learnings
- Vlog a monthly review of activities and learning every month
- Have monthly one to ones to check progress on programme and apprenticeship with mentor.

At regular stages, you will complete a review with your manager which will allow you to assess your learning and check that you are on track.

## Final six months

- Increase DM shifts to gain confidence and competence
- Continue with the monthly learning themes and vlogs
- Completion of My Ops Required within 9 months
- Complete First Aid, Fire Marshal & Manual Handling Train the Trainer
- If completing apprenticeship learning, you need to be on track for completion or within the end point assessment window
- Final programme review with PDP development if you do not pass the programme (can be extended as needed)



## Typical Insights Month



## Level 2 Customer Service Apprenticeship

Core to your programme learning is the level 2 customer service practitioner standard (or equivalent depending on funding). All the planned Insights programme learning will make up the 'off the job' guided learning hours which you will need to complete to achieve the standard.

You can see from the example above that you will need to be given time in work to complete the Insights programme learning of on average 6 hours a week 'off the job' learning and you will need to make a commitment to completing work in your own time.

The apprenticeship standard includes functional skills in English and Maths and this will be completed in the first half of your programme. The customer service skills you will gain as part of this national standard will support your role as a duty manager by increasing your skills, knowledge and behaviour of working effectively with our guests.

At the conclusion of your apprenticeship you will go through an end point assessment that will include

- A showcase where you present what you have learned over the programme, this could be a presentation or report
- An observation of you in your duty manager role in work working with the team and guests
- A professional discussion on your learning and progress during your time on programme.

The external learning is a very important part of the programme and is mandatory. If you are not eligible for apprenticeship funding because of the level of your past study, your location

in the UK or because you are based in Ireland then there is an equivalent study path that you will complete to ensure that you have the correct level of understanding and are able to showcase the same skills, knowledge and behaviours.

At the conclusion of the Insights Trainee Manager Programme we will celebrate your success at our regular Learning & Development graduation events attended by our Managing Director. It is a great opportunity to share your success with others.

