LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Hospitality Supervision and Events

C

LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	141	864	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 **Grooming, Etiquette and Work Ethics** 16 chapters · 122 classes **100 marks**

- **1 Understanding Self-Awareness** — 6 classes
  - 1.1 Discovering My Strengths: Identifying Personal Qualities
  - 1.2 The Power of Reflection: Journaling for Self-Insight
  - 1.3 Understanding Emotions: Recognizing Feelings in Myself and Others
  - 1.4 Setting Personal Goals: Aligning Values with Aspirations
  - 1.5 Feedback as a Tool: Seeking Constructive Criticism for Growth
  - 1.6 Building Confidence: Overcoming Self-Doubt through Action
- **2 Effective Communication Skills** — 6 classes
  - 2.1 Understanding the Basics of Effective Communication
  - 2.2 Active Listening Techniques for Better Interaction
  - 2.3 Non-Verbal Communication: Reading Body Language
  - 2.4 Crafting Clear and Concise Messages
  - 2.5 Overcoming Barriers to Effective Communication
  - 2.6 Practicing Communication Skills through Role-Playing
- **3 Time Management Strategies** — 6 classes
  - 3.1 Understanding Time Management: The Basics
  - 3.2 Setting SMART Goals for Effective Time Management
  - 3.3 Prioritisation Techniques: The Eisenhower Matrix
  - 3.4 Creating a Daily Schedule: Tools and Techniques
  - 3.5 Overcoming Procrastination: Strategies for Action
  - 3.6 Reflecting on Time Management: Evaluating Your Progress
- **4 Teamwork and Collaboration** — 6 classes
  - 4.1 Building Trust: The Foundation of Teamwork
  - 4.2 Effective Communication: Sharing Ideas and Feedback
  - 4.3 Roles and Responsibilities: Understanding Your Contribution
  - 4.4 Conflict Resolution: Turning Disagreements into Growth
  - 4.5 Collaborative Problem Solving: Working Together to Find Solutions
  - 4.6 Celebrating Success: Recognizing Team Achievements
- **5 Leadership and Decision-Making** — 6 classes
  - 5.1 Understanding Leadership Styles: Identifying Your Approach
  - 5.2 The Decision-Making Process: From Problem to Solution
  - 5.3 Effective Communication in Leadership: Engaging Your Team
  - 5.4 Risk Assessment in Decision-Making: Weighing Pros and Cons
  - 5.5 Collaborative Leadership: Empowering Team Contributions
  - 5.6 Reflective Leadership: Learning from Decisions Made
- **1 Dress Code and Grooming** — 4 classes
  - 1.1 Understanding Dress Code Standards
  - 1.2 Personal Grooming Essentials
  - 1.3 Choosing Appropriate Attire
  - 1.4 Maintaining Professional Hygiene
- **2 Body Language and Communication** — 4 classes
  - 2.1 Interpreting Body Language Signals
  - 2.2 Effective Non-Verbal Communication
  - 2.3 Building Rapport Through Body Language
  - 2.4 Listening Skills for Hospitality
- **3 Building a Professional Image** — 4 classes
  - 3.1 Creating a Positive First Impression
  - 3.2 Developing Confidence in Appearance
  - 3.3 Networking and Professional Relationships
  - 3.4 Maintaining Professionalism in All Situations
- **9 Personal Hygiene and Daily Grooming Routine** — 10 classes
  - 9.1 Daily Bathing and Skin Care
  - 9.2 Hair Care and Neat Styling
  - 9.3 Hand and Nail Care
  - 9.4 Oral Hygiene and Fresh Breath
  - 9.5 Use of Deodorant and Fragrance
  - 9.6 Male Grooming Standards
  - 9.7 Female Grooming Standards
  - 9.8 Footwear and Foot Care
  - 9.9 Grooming Checklist Before Duty
  - 9.10 Self-Inspection and Peer Check
- **10 Uniform Care and Professional Appearance** — 10 classes
  - 10.1 Purpose of Uniforms in Hospitality
  - 10.2 Wearing Uniform Correctly
  - 10.3 Washing and Ironing Uniform
  - 10.4 Name Badges and Accessories
  - 10.5 Jewellery and Make-Up Rules
  - 10.6 Kitchen Uniform and Safety Wear
  - 10.7 Front-of-House Uniform Standards
  - 10.8 Replacing and Reporting Damaged Uniform
  - 10.9 Appearance Standards for Outdoor Duties
  - 10.10 Daily Appearance Inspection
- **11 Service Etiquette with Guests** — 10 classes
  - 11.1 Greeting and Welcoming Guests
  - 11.2 Using Guest Names and Titles
  - 11.3 Introductions and Handshakes
  - 11.4 Offering Help and Directions
  - 11.5 Queue and Waiting Etiquette
  - 11.6 Phone and Message Etiquette
  - 11.7 Handling Guest Belongings with Care
  - 11.8 Respecting Guest Privacy
  - 11.9 Farewell and Invitation to Return
  - 11.10 Etiquette Role Play Practice
- **12 Dining and Social Etiquette** — 10 classes
  - 12.1 Table Manners Basics
  - 12.2 Formal and Informal Dining Rules
  - 12.3 Cutlery Use and Napkin Etiquette
  - 12.4 Host and Guest Responsibilities
  - 12.5 Business Meal Etiquette
  - 12.6 Buffet Etiquette
  - 12.7 Etiquette for Tea, Coffee and Drinks
  - 12.8 Gift Giving and Receiving Customs
  - 12.9 Handling Mistakes Gracefully
  - 12.10 Dining Etiquette Practice Session
- **13 Cultural Awareness and Inclusive Behaviour** — 10 classes
  - 13.1 Customs of Major Guest Nationalities
  - 13.2 Religious and Dietary Sensitivities
  - 13.3 Festivals and Greeting Customs
  - 13.4 Avoiding Stereotypes and Assumptions
  - 13.5 Serving Guests with Disabilities
  - 13.6 Elderly and Child Guests
  - 13.7 Gender Respect at Work
  - 13.8 Language Barriers and Simple Courtesy
  - 13.9 Handling Cultural Misunderstandings
  - 13.10 Inclusive Service Role Play
- **14 Work Ethics and Professional Integrity** — 10 classes
  - 14.1 Honesty and Trust at Work
  - 14.2 Punctuality and Attendance
  - 14.3 Responsibility and Accountability
  - 14.4 Respect for Property and Tips Policy
  - 14.5 Confidentiality of Guest Information
  - 14.6 Avoiding Conflicts of Interest
  - 14.7 Reporting Wrongdoing Properly
  - 14.8 Dealing with Gifts and Inducements
  - 14.9 Harassment Awareness and Prevention
  - 14.10 Building a Reputation for Reliability
- **15 Workplace Relationships and Discipline** — 10 classes

2

Human Resources and Training Basics

20 chapters · 120 classes **100 marks**

- **1 Understanding the Basics of Training and Development in Hospitality** — 6 classes
  - 1.1 Exploring the Role of Training in Hospitality
  - 1.2 Identifying Key Skills for Front Office Staff
  - 1.3 Designing Effective Training Programs
  - 1.4 Implementing On-the-Job Training Techniques
  - 1.5 Evaluating Training Program Success
  - 1.6 Adapting Training to Diverse Workforce Needs
- **2 Designing Effective Training Programs for Front Office Staff** — 6 classes
  - 2.1 Understand the Importance of Training in Front Office Operations
  - 2.2 Identify Key Competencies for Front Office Staff
  - 2.3 Analyze the Training Needs of Front Office Teams
  - 2.4 Develop Objectives for Effective Training Programs
  - 2.5 Design Engaging and Interactive Training Modules
  - 2.6 Evaluate the Impact of Training on Front Office Performance
- **3 Implementing Training Programs: Best Practices and Tools** — 6 classes
  - 3.1 Understanding Training Needs: Identifying Gaps and Setting Objectives
  - 3.2 Designing Engaging Content: Developing Effective Training Materials
  - 3.3 Choosing the Right Tools: Evaluating Training Software and Platforms
  - 3.4 Delivering Training: Best Practices for Implementation and Engagement
  - 3.5 Monitoring Progress: Techniques for Assessment and Feedback
  - 3.6 Evaluating Program Success: Analyzing Outcomes and Making Improvements
- **4 Evaluating and Improving Training Program Effectiveness** — 6 classes
  - 4.1 Understanding Key Metrics for Training Evaluation
  - 4.2 Designing Effective Evaluation Strategies
  - 4.3 Analyzing Feedback and Data from Trainees
  - 4.4 Identifying Areas for Improvement in Training
  - 4.5 Implementing Enhancements to Training Programs
  - 4.6 Monitoring Long-term Impact of Training Improvements
- **5 Leadership Development and Progression Planning in Front Office Operations** — 6 classes
  - 5.1 Understanding Leadership Roles in Front Office Operations
  - 5.2 Identifying Key Skills for Front Office Leaders
  - 5.3 Developing Leadership Mindsets for Effective Management
  - 5.4 Implementing Training Programs for Leadership Growth
  - 5.5 Crafting Development Plans for Front Office Leaders
  - 5.6 Evaluating Leadership Progression and Success
- **1 Training Techniques for Wine Knowledge** — 6 classes
  - 1.1 Understanding Wine Terminology
  - 1.2 Engaging Learning Activities
  - 1.3 Creating Effective Training Materials
  - 1.4 Utilizing Visual Aids in Training
  - 1.5 Assessing Learning Outcomes
  - 1.6 Incorporating Feedback Mechanisms
- **2 Conducting Tasting Sessions** — 6 classes
  - 2.1 Setting Up a Tasting Environment
  - 2.2 Guiding Participants Through Tasting
  - 2.3 Encouraging Sensory Exploration
  - 2.4 Documenting Tasting Notes
  - 2.5 Facilitating Group Discussions
  - 2.6 Evaluating Tasting Session Effectiveness
- **3 Developing Pairing Suggestions** — 6 classes
  - 3.1 Understanding Flavor Profiles
  - 3.2 Classic Food and Wine Pairings
  - 3.3 Creating Unique Pairing Experiences
  - 3.4 Considering Seasonal Ingredients
  - 3.5 Adapting Pairings for Customer Preferences
  - 3.6 Presenting Pairing Suggestions Effectively
- **4 Improving Customer Service Skills** — 6 classes
  - 4.1 Building Rapport with Customers
  - 4.2 Active Listening Techniques
- **1 Setting Performance Objectives** — 6 classes
  - 1.1 Defining Clear Goals
  - 1.2 Aligning Objectives with Strategy
  - 1.3 SMART Goals Framework
  - 1.4 Involving Team in Goal Setting
  - 1.5 Communicating Expectations Effectively
  - 1.6 Reviewing and Adjusting Objectives
- **2 Monitoring Team Performance** — 6 classes
  - 2.1 Establishing Key Performance Indicators
  - 2.2 Utilizing Performance Dashboards
  - 2.3 Conducting Regular Performance Reviews
  - 2.4 Analyzing Performance Data
  - 2.5 Identifying Performance Trends
  - 2.6 Creating Accountability Structures
- **3 Driving Continuous Improvement** — 6 classes
  - 3.1 Fostering a Culture of Improvement
  - 3.2 Implementing Feedback Loops
  - 3.3 Encouraging Innovation and Creativity
  - 3.4 Setting Up Improvement Initiatives
  - 3.5 Measuring Improvement Outcomes
  - 3.6 Celebrating Success and Learning
- **4 Evaluating Individual Contributions** — 6 classes
  - 4.1 Assessing Individual Performance Metrics
  - 4.2 Recognizing Strengths and Weaknesses
  - 4.3 Conducting One-on-One Evaluations
  - 4.4 Setting Personal Development Plans
  - 4.5 Linking Contributions to Team Goals
  - 4.6 Providing Recognition and Rewards
- **5 Providing Constructive Feedback** — 6 classes
  - 5.1 Understanding the Feedback Process
  - 5.2 Delivering Feedback Effectively
  - 5.3 Using the 'Sandwich' Method
  - 5.4 Encouraging Open Dialogue
  - 5.5 Handling Defensive Reactions
  - 5.6 Following Up on Feedback
- **1 Understanding HR Functions in the Hospitality Industry** — 6 classes
  - 1.1 Exploring the Role of HR in Hospitality
  - 1.2 Delving into Recruitment and Selection in Hotels
  - 1.3 Implementing Training and Development for Hospitality Staff
  - 1.4 Examining Employee Relations in the Hospitality Sector
  - 1.5 Strategizing Performance Management for Hospitality Teams
  - 1.6 Enhancing Employee Retention in the Hospitality Industry
- **2 Compliance and Legal Frameworks in Hospitality HR** — 6 classes
  - 2.1 Understanding Hospitality Legal Obligations
  - 2.2 Navigating Employment Laws and Regulations
  - 2.3 Ensuring Health and Safety Compliance
  - 2.4 Managing Diversity and Inclusion in the Workplace
  - 2.5 Handling Employee Data and Privacy Issues
  - 2.6 Implementing Ethical HR Practices in Hospitality
- **3 Employee Development and Training Strategies** — 6 classes
  - 3.1 Understanding the Importance of Employee Development
  - 3.2 Exploring Key Training Strategies for Workforce Improvement
  - 3.3 Identifying Skill Gaps Through Needs Assessment
  - 3.4 Designing Effective Training Programs for Employees
  - 3.5 Implementing Employee Development Initiatives
  - 3.6 Evaluating the Impact of Training on Performance
- **4 Compensation and Benefits Management in Hospitality** — 6 classes
  - 4.1 Understanding Compensation and Benefits in Hospitality
  - 4.2 Exploring Industry-specific Compensation Structures
  - 4.3 Analyzing Key Components of Employee Benefits
  - 4.4 Examining Legal Compliance in Compensation
  - 4.5 Investigating Compensation Strategies for Employee Retention
  - 4.6 Designing an Effective Compensation Package
- **5 Performance Management and Employee Engagement** — 6 classes

3

Supervision and Team Leadership

81 chapters · 486 classes **100 marks**

- **1 Understanding Team Dynamics** — 6 classes
  - 1.1 Introduction to Team Dynamics: The Foundation of Collaboration
  - 1.2 Identifying Roles Within a Team: Understanding Individual Contributions
  - 1.3 Communication Styles: Enhancing Team Interaction
  - 1.4 Conflict Resolution Strategies: Turning Challenges into Opportunities
  - 1.5 Building Trust and Accountability: The Cornerstones of Effective Teams
  - 1.6 Evaluating Team Performance: Reflecting on Dynamics for Continuous Improvement
- **3 Effective Communication Strategies** — 6 classes
  - 3.1 Active Listening Skills
  - 3.2 Non-Verbal Communication Techniques
  - 3.3 Crafting Clear Messages
  - 3.4 Feedback Mechanisms for Teams
  - 3.5 Navigating Difficult Conversations
  - 3.6 Cultural Sensitivity in Communication
- **4 Conflict Resolution in Teams** — 6 classes
  - 4.1 Understanding Team Dynamics
  - 4.2 Conflict Management Styles
  - 4.3 Negotiation Techniques for Teams
  - 4.4 Facilitating Open Communication
  - 4.5 Building Consensus in Teams
  - 4.6 Post-Conflict Team Building
- **4 Leveraging Diversity for Team Success** — 6 classes
  - 4.1 Understanding Diversity: The Key to Team Success
  - 4.2 Identifying Strengths: Leveraging Individual Differences
  - 4.3 Communication Strategies: Bridging Cultural Gaps
  - 4.4 Conflict Resolution: Embracing Diverse Perspectives
  - 4.5 Collaborative Problem-Solving: Harnessing Team Diversity
  - 4.6 Celebrating Differences: Building an Inclusive Team Culture
- **5 Advanced Collaborative Tools and Technologies** — 6 classes
  - 5.1 Exploring Cloud-Based Collaboration Tools
  - 5.2 Mastering Real-Time Document Editing
  - 5.3 Effective Communication via Team Messaging Platforms
  - 5.4 Utilizing Project Management Software for Team Success
  - 5.5 Integrating Video Conferencing for Remote Collaboration
  - 5.6 Analyzing Collaborative Workflows for Improved Efficiency
- **1 Understanding Roles and Responsibilities in F&B Leadership** — 6 classes
  - 1.1 Defining Leadership Roles in F&B Environments
  - 1.2 Exploring Key Responsibilities of F&B Leaders
  - 1.3 Differentiating Between Front-of-House and Back-of-House Leadership
  - 1.4 Understanding the Impact of Effective Communication in F&B Leadership
  - 1.5 Implementing Team Motivation Strategies in F&B Operations
  - 1.6 Applying Conflict Resolution Techniques in F&B Settings
- **2 Effective Communication and Motivation Strategies** — 6 classes
  - 2.1 Understanding the Basics of Effective Communication in F&B
  - 2.2 Identifying Barriers to Communication and Overcoming Them
  - 2.3 Exploring Motivation Theories in the Context of F&B
  - 2.4 Developing Active Listening Skills for Better Team Interaction
  - 2.5 Strategies to Motivate and Inspire Your F&B Team
  - 2.6 Applying Feedback for Continuous Improvement in Communication
- **3 Decision-Making and Problem-Solving Techniques** — 6 classes
  - 3.1 Understanding Decision-Making Frameworks in F&B
  - 3.2 Identifying and Analyzing Problems within the Team
  - 3.3 Applying Critical Thinking to Solve Workplace Issues
  - 3.4 Exploring Common Decision-Making Models Used in F&B
  - 3.5 Implementing Solutions and Measuring Their Effectiveness
  - 3.6 Reflecting on Case Studies: Successful Decision and Problem-Solving
- **4 Implementing Quality and Service Standards** — 6 classes
  - 4.1 Understanding Quality and Service Standards in F&B
  - 4.2 Analyzing Key Components of Service Excellence
  - 4.3 Evaluating Current Service Practices
  - 4.4 Developing Strategies to Enhance Customer Experience
  - 4.5 Implementing Operational Standards Successfully
  - 4.6 Monitoring and Adjusting Standards for Continuous Improvement
- **3 Effective Team Leadership and Motivation** — 6 classes
  - 3.1 Understanding Team Dynamics in Hospitality Settings
  - 3.2 Leveraging Leadership Styles for Effective Team Management
  - 3.3 Encouraging Collaboration and Communication Among Team Members
  - 3.4 Applying Motivational Theories to Enhance Team Performance
  - 3.5 Resolving Conflicts and Building Team Resilience
  - 3.6 Evaluating and Reflecting on Team Leadership Practices
- **4 Customer Relationship Management and Service Excellence** — 6 classes
  - 4.1 Understanding Customer Relationship Management in Hospitality
  - 4.2 Identifying Key Elements of Service Excellence
  - 4.3 Exploring the Role of Effective Communication in CRM
  - 4.4 Developing Customer-Centric Strategies for Improved Loyalty
  - 4.5 Implementing Feedback Mechanisms to Enhance Service Quality
  - 4.6 Analyzing Case Studies of Exemplary Customer Service in Hospitality
- **5 Innovative Leadership and Change Management** — 6 classes
  - 5.1 Understanding Innovative Leadership Concepts
  - 5.2 Exploring the Role of Change Management in Hospitality
  - 5.3 Identifying Key Leadership Traits for Innovation
  - 5.4 Analyzing Case Studies of Successful Change Initiatives
  - 5.5 Developing Strategies for Implementing Change in Hotel Operations
  - 5.6 Evaluating Leadership Effectiveness in Driving Innovation
- **1 Fundamentals of Supervisory Roles in Housekeeping** — 6 classes
  - 1.1 Understanding the Role of a Supervisor in Housekeeping
  - 1.2 Developing Effective Communication Skills for Housekeeping Supervisors
  - 1.3 Implementing Time Management Techniques in Housekeeping Supervision
  - 1.4 Applying Problem-Solving Strategies in Housekeeping Operations
  - 1.5 Motivating Housekeeping Teams for Optimal Performance
  - 1.6 Evaluating Performance and Providing Constructive Feedback
- **2 Effective Communication and Leadership Skills** — 6 classes
  - 2.1 Understanding the Core Principles of Communication in Hospitality
  - 2.2 Analyzing Different Communication Styles for Effective Supervision
  - 2.3 Developing Active Listening Skills to Enhance Team Interaction
  - 2.4 Mastering Non-Verbal Communication Techniques in Leadership
  - 2.5 Implementing Conflict Resolution Strategies in Supervisory Roles
  - 2.6 Applying Leadership Skills to Foster a Collaborative Work Environment
- **3 Time Management and Prioritization** — 6 classes
  - 3.1 Understanding Time Management Principles in Hospitality
  - 3.2 Identifying and Prioritizing Daily Tasks in Floor and Laundry Supervision
  - 3.3 Implementing Effective Scheduling Techniques
  - 3.4 Utilizing Tools and Technology for Optimized Task Management
  - 3.5 Developing Strategies to Handle Interruptions and Emergencies
  - 3.6 Evaluating and Reflecting on Time Management Performance
- **4 Conflict Resolution and Problem Solving** — 6 classes
  - 4.1 Understanding Conflict in Hospitality Environments
  - 4.2 Identifying Common Sources of Conflict on the Floor
  - 4.3 Applying Effective Communication Techniques
  - 4.4 Analyzing Problem-Solving Strategies
  - 4.5 Developing Mediation and Negotiation Skills
  - 4.6 Implementing Conflict Resolution Plans
- **5 Ensuring Quality and Compliance in Housekeeping Services** — 6 classes
  - 5.1 Understanding Housekeeping Quality Standards
  - 5.2 Identifying Compliance Requirements in Housekeeping
  - 5.3 Implementing Quality Control Processes
  - 5.4 Conducting Housekeeping Quality Audits
  - 5.5 Training Staff for Quality Assurance in Housekeeping
  - 5.6 Evaluating and Improving Housekeeping Services
- **1 Chapter 1 — Understanding Leadership Theories in Housekeeping** — 6 classes
  - 1.1 Explore the Foundations of Leadership in Housekeeping
  - 1.2 Identify Key Leadership Styles in Housekeeping
  - 1.3 Analyze Transformational and Transactional Leadership in Practice
  - 1.4 Examine the Role of Servant Leadership in Enhancing Team Dynamics

4

Events and Convention Operations

24 chapters · 136 classes **100 marks**

- **1 Introduction to Event Coordination** — 6 classes
  - 1.1 Understanding Event Coordination Principles
  - 1.2 Roles and Responsibilities in Events
  - 1.3 Types of Events and Their Coordination
  - 1.4 Key Components of Successful Events
  - 1.5 Event Planning Process Overview
  - 1.6 Effective Communication in Event Coordination
- **2 Simultaneous Event Management** — 6 classes
  - 2.1 Managing Multiple Events at Once
  - 2.2 Time Management Strategies for Events
  - 2.3 Crisis Management During Events
  - 2.4 Resource Allocation for Simultaneous Events
  - 2.5 Coordination Tools for Multiple Events
  - 2.6 Balancing Quality and Quantity in Events
- **3 Client Expectations and Satisfaction** — 6 classes
  - 3.1 Understanding Client Needs and Desires
  - 3.2 Setting Realistic Client Expectations
  - 3.3 Measuring Client Satisfaction Effectively
  - 3.4 Feedback Collection Techniques
  - 3.5 Building Long-Term Client Relationships
  - 3.6 Responding to Client Feedback
- **4 Team Coordination Techniques** — 6 classes
  - 4.1 Building Effective Event Teams
  - 4.2 Conflict Resolution in Teams
  - 4.3 Motivating Team Members for Success
  - 4.4 Delegation of Responsibilities in Teams
  - 4.5 Enhancing Team Communication Skills
  - 4.6 Evaluating Team Performance
- **5 Post-Event Evaluation** — 6 classes
  - 5.1 Importance of Post-Event Analysis
  - 5.2 Collecting Data for Evaluation
  - 5.3 Identifying Success Factors
  - 5.4 Creating Evaluation Reports
  - 5.5 Implementing Improvements for Future Events
  - 5.6 Sharing Evaluation Results with Stakeholders
- **1 Types of Events** — 5 classes
  - 1.1 Understanding Corporate Events
  - 1.2 Social Events Overview
  - 1.3 Weddings and Celebrations
  - 1.4 Conferences and Seminars
  - 1.5 Fundraising Events Planning
- **3 Budgeting for Events** — 6 classes
  - 3.1 Understanding Budget Components
  - 3.2 Estimating Event Costs
  - 3.3 Allocating Resources Effectively
  - 3.4 Managing Budget Constraints
  - 3.5 Creating Contingency Plans
  - 3.6 Tracking Expenditures
- **3 Vendor Coordination** — 5 classes
  - 3.1 Selecting the Right Vendors
  - 3.2 Negotiating Contracts Effectively
  - 3.3 Building Strong Vendor Relationships
  - 3.4 Coordinating Deliveries and Setup
  - 3.5 Evaluating Vendor Performance
- **1 Introduction to Event Planning** — 6 classes
  - 1.1 Understanding Event Objectives
  - 1.2 Types of Events and Their Characteristics
  - 1.3 Key Roles in Event Planning
  - 1.4 Creating an Event Concept
  - 1.5 Legal Considerations in Event Planning
  - 1.6 Sustainability in Event Planning
- **2 Logistical Management** — 6 classes
  - 2.1 Venue Selection and Layout
  - 2.2 Transportation and Accommodation
- **1 Understanding Client Needs** — 6 classes
  - 1.1 Identifying Client Objectives
  - 1.2 Conducting Client Interviews
  - 1.3 Analyzing Client Preferences
  - 1.4 Creating Client Profiles
  - 1.5 Gathering Client Feedback
  - 1.6 Understanding Target Audience
- **2 Developing Event Concepts** — 6 classes
  - 2.1 Brainstorming Event Ideas
  - 2.2 Creating Thematic Concepts
  - 2.3 Incorporating Client Vision
  - 2.4 Designing Event Experiences
  - 2.5 Evaluating Concept Viability
  - 2.6 Presenting Concepts to Clients
- **4 Creating Timelines and Schedules** — 6 classes
  - 4.1 Developing Event Timelines
  - 4.2 Setting Milestones
  - 4.3 Coordinating Schedules with Vendors
  - 4.4 Adjusting Timelines as Needed
  - 4.5 Communicating Schedules to Teams
  - 4.6 Monitoring Timeline Progress
- **5 Finalizing Event Logistics** — 6 classes
  - 5.1 Confirming Venue Arrangements
  - 5.2 Coordinating Transportation Needs
  - 5.3 Managing Vendor Deliveries
  - 5.4 Setting Up Event Space
  - 5.5 Conducting Final Checks
  - 5.6 Preparing for Event Day
- **1 Establishing Evaluation Criteria** — 6 classes
  - 1.1 Defining Success Metrics
  - 1.2 Identifying Key Performance Indicators
  - 1.3 Setting Realistic Goals
  - 1.4 Aligning Criteria with Client Expectations
  - 1.5 Creating Evaluation Checklists
  - 1.6 Establishing Feedback Mechanisms
- **2 Collecting Feedback from Clients** — 6 classes
  - 2.1 Designing Effective Feedback Surveys
  - 2.2 Conducting Post-Event Interviews
  - 2.3 Utilizing Online Feedback Tools
  - 2.4 Encouraging Honest Client Responses
  - 2.5 Analyzing Qualitative Feedback
  - 2.6 Compiling Feedback Data
- **3 Analyzing Event Performance Metrics** — 6 classes
  - 3.1 Interpreting Attendance Figures
  - 3.2 Evaluating Budget Adherence
  - 3.3 Assessing Client Satisfaction Levels
  - 3.4 Comparing Performance Against Goals
  - 3.5 Identifying Areas for Improvement
  - 3.6 Using Data Visualization Techniques
- **4 Reporting on Event Success** — 6 classes
  - 4.1 Creating Comprehensive Event Reports
  - 4.2 Highlighting Key Achievements
  - 4.3 Presenting Data to Stakeholders
  - 4.4 Using Visual Aids in Reports
  - 4.5 Summarizing Lessons Learned
  - 4.6 Distributing Reports Effectively
- **5 Applying Lessons Learned to Future Events** — 6 classes
  - 5.1 Developing Improvement Plans
  - 5.2 Implementing Best Practices
  - 5.3 Training Staff on Feedback Insights
  - 5.4 Adjusting Future Event Strategies
  - 5.5 Creating a Continuous Improvement Culture
  - 5.6 Sharing Insights with Teams
- **1 Clearing Meeting Rooms** — 4 classes

LAPT — 85 Great Portland Street, W1W 7LT, London, United Kingdom
info@lapt.org • +44 7513 283044 • lapt.org

UKPRN 10067351 • Company 4984798
Curriculum current at the date of issue.