

 Learning goals

- ✓ Explain the benefits of training a workforce
- ✓ Define and give examples of induction, on-the-job and off-the-job training
- ✓ Compare the benefits and drawbacks of on-the-job and off-the-job training
- ✓ Evaluate which method suits which business

 Key words

Training Developing staff skills and knowledge to improve performance.



Induction training Training for new staff when they first join.



On-the-job training Training done at work, while doing the job.



Off-the-job training Training away from the workplace.

 What you need to know

Why training matters

Training means developing staff skills and knowledge so they do their job better. The specification names six benefits:

Productivity

Trained staff work faster and produce more.

Quality

Higher standards — fewer mistakes.

Adapt to tech

Staff use new tills, ovens and apps confidently.

Motivation

Staff feel valued and confident.

Retention

Trained staff are more likely to stay.

Customer service

Staff handle customers better — more repeat business.

The three methods

1 Induction

Training for **new** staff when they join (first day/week):

a tour

meeting the team

safety rules

key procedures

2 On-the-job

Training **while doing the job**:

shadowing a senior chef

coaching

learning the till in the shop

3 Off-the-job

Training **away from the workplace**: a college course, online course, or a food hygiene qualification.

Two things to remember: the difference between on-the-job and off-the-job is **where** the training happens. The difference between induction and the others is **when** — induction is only for new starters.

On-the-job vs off-the-job**On-the-job**

- ✓ Low cost — no external course
- ✓ Learns exactly what this job needs
- ✓ Staff keep working while training
- ✗ Mistakes can affect customers
- ✗ Bad habits can be passed on
- ✗ No formal qualification

Off-the-job

- ✓ High-quality, specialist teaching
- ✓ Often leads to a qualification
- ✓ Good for complex or legal topics
- ✗ Expensive — fees and time off
- ✗ Staff are away from work
- ✗ Staff may leave once qualified

 Test yourself

Cover the answers below, answer Q42–Q50, then check.

Q42 What is training?

Q43 Why is training important for businesses?

Q44 What is induction training?

Q45 One benefit of induction training?

Q46 What is on-the-job training?

Q47 One benefit of on-the-job training?

Q48 One drawback of on-the-job training?

Q49 What is off-the-job training?

Q50 One benefit of off-the-job training?

ANSWERS

A42 Developing employees' skills and knowledge to improve performance.

A43 It increases productivity, quality, and staff retention.

A44 Training given to new employees when they join a business.

A45 Helps employees settle in quickly and understand expectations.

A46 Training carried out while doing the job.

A47 Low cost and job-specific learning.

A48 Mistakes can affect output or customer service.

A49 Training away from the workplace.

A50 High-quality, specialist instruction.