

## NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality.



Course Code F07DV99C

Free

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<b>Who is this course for?</b>	Learners who are over 19 years of age and are interested in gaining a qualification a Level 2 qualification in customer service in hospitality, and may be particularly useful for those working in the voluntary and community sectors.
<b>How do I enrol?</b>	To apply for this course online at <a href="http://www.onsoursesouthwest.co.uk">www.onsoursesouthwest.co.uk</a> and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.
<b>Entry requirements</b>	Previous Level 1 Maths and English achievement
<b>Course aims</b>	This qualification will enable learners to develop an understanding of communication, teamwork and professional standards in the hospitality sector.
<b>Qualification</b>	NCFE CACHE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality. Completion of 4 units written knowledge which include; Principles of customer service in the hospitality sector, understand effective teamwork in the hospitality sector, understand legislation and guidance relevant to the hospitality sector, understand professional personal standards in the hospitality sector.
<b>How will the course be delivered?</b>	All courses are exclusively delivered via an online learning, self-study programme.
<b>How will I know I'm making progress?</b>	You will receive regular feedback from an assessor following completion and submission of individual units. You will also receive weekly updates of progress as well as any outstanding items.
<b>Will I need to study or practise outside the classroom?</b>	There is a considerable amount of work for you to do in your own time for this qualification. Please allow a minimum of 2 hours per week for this
<b>What will I need for the course?</b>	A laptop or desktop computer with internet access is required for completion of coursework and home learning.
<b>Progression</b>	Level 3 in Hospitality and Tourism Level 3 in Hospitality and Catering  Learning Advisors will be happy to provide you with information of what progression is available. Visit our website at <a href="http://www.onsoursesouthwest.co.uk">www.onsoursesouthwest.co.uk</a> or contact us on 01752 660713 to make an appointment.
<b>Career opportunities</b>	Employment in the hospitality sector.

**Please Note:**

Most courses attract a subsidy from the Education and Skills Funding Agency and can be used to match funding for ESF. It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Room numbers are subject to change - please check when you arrive at the venue.

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