

Introduction to Customer Services

09 Sep 2024 (Hammersmith)

Study Mode: Full Time / Location: Hammersmith

This is an introductory course for learners who are interested in the vocational areas of Hospitality & Catering, Travel and Tourism and Hair & Beauty. The main aim of the course is for learners to gain exposure to the different vocational pathways, further develop English and maths skills, study skills as well as their personal and social skills through the curriculum offered.

The curriculum includes vocational content, personal and social development, study skills, enrichment, tutorial and English and maths. There will also be an opportunity to do work experience with a suitable external employer or internal work placements.

The vocational units introduce the learner to some broad sector skills and provide the underpinning knowledge of the vocational sector chosen. This will help learners to prepare for progression onto further study, supported internships, apprenticeships or employment.

The vocational pathways:

Term 1 Hair & Beauty (12 weeks) (students to wear black trousers, black top and black shoes, not trainers, canvas or boot)

Topics

1 day course L2 Preventing Contact Dermatitis

Personal grooming (3 Fridays x 3 hours)

Personal skin care (3 Fridays x 3 hours)

Personal hand care (3 Fridays x 3 hours)

Term 2 Hospitality & Catering (10 weeks)

Topics

1 day course L2 Food Safety

H&C Induction (1 Friday x 3 hours) (students to wear black trousers, black shirt and black shoes, not trainers, canvas or boot)

Front of House (FoH) (9 weeks)

meet & greet
coffee shop
setting tables
reception duties
taking orders
serving guests / clearing tables

Term 3 Travel & Tourism (11 weeks)

Topics

UK Travel and Tourism Destinations - online exam (certificate issued for this unit) (6 Fridays x 3 hours)

UK Tourism Attraction (3 Fridays x 3 hours)

End of term celebration (1 Friday x 3 hours)

Students will be able to gain on the Introduction to Service Industries the following qualifications:

H&B VTCT certificate for L2 Preventing Contact Dermatitis Award

H&C City & Guilds certificate for L2 Award in Food Safety in Catering

T&T City & Guilds certificate for UK Travel and Tourism Destinations

ENTRY REQUIREMENTS

Ideally at least a GCSE grades 1 in both English and maths or equivalent.

Keen interest in the vocational areas of choice. However, suitability will be through assessments and discussion at interview and based on individual circumstances.

ASSESSMENT METHOD

All learners will compile a portfolio of evidence that will contain their completed written coursework assignments, a mixture of photographs, video, witness statements and personal statements. The portfolios are internally assessed and verified prior to external verification by an awarding body.

Most learners will be entered for GCSE or Functional Skills in English and Maths dependent on prior English and maths attainment or live assessments at the level indicated during initial assessments and verified through continuous diagnostic assessments.

PROGRESSION OPPORTUNITIES

L1 Hospitality & Catering, Travel & Tourism, Hair & Beauty or other vocational courses. Supported Internships, Apprenticeships or Employment

STUDY METHODS

All learners participate in group sessions as well as individual study.

The study methods are a mix of practical, theory and independent research, completed by learners with appropriate support where necessary.