



Northumberland
County Council

Learning & Skills Service

**Leisure & Customer Service
Course Descriptions**



Northumberland Learning & Skills Service Course Description

Course title	Get Started in the Leisure Industry
Level	Entry
Accredited	No
Who is this course for?	This course is designed for anyone aged 19 or over.
What will I study? (Key modules or content)	<p>Gain an insight into the leisure industry such as working in a leisure centre The leisure, sport and tourism industries are home to a variety of opportunities in a range of locations, from theme parks and tourist information centres to gyms and cruise liners.</p> <p>Learners may develop the knowledge, understanding and essential skills employers look for in employees. These range from familiar 'key skills' such as team working, independent learning and problem-solving, to more tricky-to-measure skills such as: an appreciation for appropriate behaviour and dress appropriate interpersonal skills communicating with professional colleagues/peers and/or hierarchical seniors supporting other aspiring employees • personal manners and deportment.</p>
What are the Entry requirements?	There are no entry requirements for these sessions. They are perfect for absolute beginners.
Requirements of the course (e.g. kit/uniform info)	None
Progression and Careers	On this course you will develop your skills and have an opportunity to progress onto the level 2 Award in Customer Service in Leisure Industry.
For more information please contact:	Joanne.Hewitson@northumberland.gov.uk Tel: 01670 622257





Northumberland Learning & Skills Service Course Description

Course title	Award in Customer Service in the Leisure Industry
Level	Level 2
Accredited	Yes
Who is this course for?	This course is designed for anyone aged 19 or over.
What will I study? (Key modules or content)	This qualification is of benefit to anyone already working in the service sector and is well recognised within the industry as the standard for customer service training. It is also ideal for those wishing to work in service sector operations either on a seasonal, casual, voluntary or permanent basis.
What are the Entry requirements?	There are no entry requirements for these sessions. They are perfect for absolute beginners.
Requirements of the course (e.g. kit/uniform info)	None
Progression and Careers	On this course you will develop your skills and have an opportunity to progress onto the level 3 Certificate in Customer Service in Leisure Industry.
For more information please contact:	Joanne Hewitson 01670 622257





Course title	Level 1 Award in Computerised Bookkeeping
Level	Level 1
Accredited	Yes
Who is this course for?	This course is designed for anyone aged 19 or over.
What will I study? (Key modules or content)	<p>This course is designed to appeal to those individuals who are new to a computerised accounting package and want to gain an understanding of basic accounting principles.</p> <p>It will also offer certification for those who are already working in an accounting environment but have not, as yet, gained a recognised qualification.</p>
What are the Entry requirements?	There are no entry requirements for these sessions. They are perfect for absolute beginners.
Requirements of the course (e.g. kit/uniform info)	None
Progression and Careers	On this course you will develop your skills and have an opportunity to progress onto level 2.
For more information please contact:	Joanne Hewitson 01670 622257

