



**Northumberland**  
County Council

**Leisure and Customer  
Service Course  
Descriptions**

## Northumberland Learning & Skills Service Course Description

<b>Course title</b>	<b>Getting Started in the Leisure Industry</b>
<b>Level</b>	<b>Entry</b>
<b>Accredited</b>	Non-accredited
<b>Who is this course for?</b>	This course is for anyone aged 17 or over.
<b>What will I study? (Key modules or content)</b>	<p>Take your first step into the Leisure industry and develop your understanding and skills surrounding customer service within the leisure sector.</p> <p>This course offers important insights into the leisure industry, which will aid you in making an informed career decision. This course incorporates an introduction of the typical roles within leisure establishments such as Leisure centres, sports centres, fitness centres and sports clubs.</p> <p>Throughout this course, you will cover a wide range of everyday tasks that face employees in the leisure industry, such as:</p> <ul style="list-style-type: none"> <li>• Customer care</li> <li>• Customer service skills</li> <li>• Cleaning</li> <li>• Tidying</li> <li>• Setting up and taking down equipment along</li> <li>• Equipment maintenance</li> </ul> <p>Your progress is not externally assessed. However, your tutor or assessor will track your progress and ensure that you are achieving the correct standard of learning.</p>
<b>What are the Entry requirements?</b>	No previous qualifications are required
<b>Requirements of the course (e.g. kit/uniform info)</b>	None
<b>Progression and Careers</b>	You could progress on to a Level 2 Apprenticeship in Leisure Operations
<b>For more information please contact:</b>	<b>Email:</b> joanne.hewison@northumberland.gov.uk <b>Tel:</b> 01670 622259

## Northumberland Learning & Skills Service Course Description

<b>Course title</b>	<b>Award in Customer Service in Leisure Industry</b>
<b>Level</b>	<b>Level 2</b>
<b>Accredited</b>	Accredited
<b>Who is this course for?</b>	This course is for anyone aged 17 or over.
<b>What will I study? (Key modules or content)</b>	<p>Take your first step into the Leisure industry and develop your understanding and skills surrounding customer service within the leisure sector.</p> <p>You will gain important insights into the leisure industry, which will aid you in making an informed career decision. This course incorporates an introduction of the typical roles within leisure establishments such as Leisure centres, sports centres, fitness centres and sports clubs.</p> <p>This course will highlight the importance of providing a high standard of customer service, the role of customer service and the importance of customer needs within an organisation in the Hospitality, Leisure, Travel and Tourism industries.</p>
<b>What are the Entry requirements?</b>	No previous qualifications are required
<b>Requirements of the course (e.g. kit/uniform info)</b>	None
<b>Progression and Careers</b>	You could progress onto a Level 2 Apprenticeship in Leisure Operations
<b>For more information please contact:</b>	<b>Email:</b> joanne.hewison@northumberland.gov.uk <b>Tel:</b> 01670 622259

## Northumberland Learning & Skills Service Course Description

<b>Course title</b>	<b>Award in Horticulture</b>
<b>Level</b>	<b>Level 1</b>
<b>Accredited</b>	Accredited
<b>Who is this course for?</b>	This course is for anyone aged 17 or over.
<b>What will I study? (Key modules or content)</b>	<p>Take a step into Horticulture and develop your knowledge and skills surrounding the sector.</p> <p>This course is designed to support your engagement, participation, achievement and progression within horticulture.</p> <p>Throughout the duration of the course, you will cover a range of topics, including:</p> <ul style="list-style-type: none"> <li>• How to prepare the ground for sowing</li> <li>• Planting under supervision</li> <li>• Sow seed outdoors in drills by hand</li> <li>• Planting and staking a tree</li> <li>• Show visitors around a wildlife area</li> </ul> <p>The course comprises of a selection of mandatory and optional units, which you will complete over the course of eight weeks.</p>
<b>What are the Entry requirements?</b>	No previous qualifications are required
<b>Requirements of the course (e.g. kit/uniform info)</b>	None
<b>Progression and Careers</b>	You could progress on to a Level 2 Apprenticeship in Horticulture
<b>For more information please contact:</b>	<b>Email:</b> joanne.hewison@northumberland.gov.uk <b>Tel:</b> 01670 622259

## Northumberland Learning & Skills Service Course Description

<b>Course title</b>	<b>Grow Your Own Summer Pots and Planters</b>
<b>Level</b>	<b>Entry Level</b>
<b>Accredited</b>	Non-accredited
<b>Who is this course for?</b>	This course is for anyone aged 19 or over.
<b>What will I study? (Key modules or content)</b>	<p>Discover the uses of pots and planters in the world of horticulture. Through using pots and planters to grow different varieties of plants and vegetables, you will gain an understanding of the different components and methods involved in the process.</p> <p>Throughout the duration of the course, you will cover a range of topics, such as:</p> <ul style="list-style-type: none"> <li>• An introduction to containers and composts</li> <li>• How to grow in containers</li> <li>• Planning and designing your own containers</li> <li>• Salads and other vegetables in a container</li> <li>• Herbs in containers</li> <li>• Fruit in containers</li> </ul> <p>Your progress is not externally assessed. However, your tutor or assessor will track your progress and ensure that you are achieving the correct standard of learning.</p>
<b>What are the Entry requirements?</b>	No previous qualifications are required
<b>Requirements of the course (e.g. kit/uniform info)</b>	None
<b>Progression and Careers</b>	You can progress to Level 1 in Horticulture
<b>For more information please contact:</b>	<b>Email:</b> joanne.hewison@northumberland.gov.uk <b>Tel:</b> 01670 622259

## Northumberland Learning & Skills Service Course Description

<b>Course title</b>	<b>Intro to Customer Service/ Retail</b>
<b>Level</b>	<b>Entry Level</b>
<b>Accredited</b>	Non-accredited
<b>Who is this course for?</b>	This course is for anyone aged 17 or over
<b>What will I study? (Key modules or content)</b>	<p>Gain a solid understanding of the role of customer service and its implications to the success of a business. All businesses that sell a product or service to the public strive to provide their customers with the best possible service.</p> <p>This course aims to provide retail workers with the necessary skills and techniques needed to put the customer first and go above and beyond with their service.</p> <p>In this introduction, learners look at the importance of customer service, the cost of poor customer service, customer expectations, and how to go above and beyond.</p>
<b>What are the Entry requirements?</b>	No previous qualifications are required
<b>Requirements of the course (e.g. kit/uniform info)</b>	None
<b>Progression and Careers</b>	You could look to advance on to a further course in the customer service area
<b>For more information please contact:</b>	<b>Email:</b> Julie.Hindhaugh@northumberland.gov.uk <b>Tel:</b> 01670 622113

## Northumberland Learning & Skills Service Course Description

<b>Course title</b>	<b>Customer Service Skills for Employment</b>
<b>Level</b>	<b>Entry Level</b>
<b>Accredited</b>	Accredited
<b>Who is this course for?</b>	This course is for anyone aged 17 or over
<b>What will I study? (Key modules or content)</b>	<p>This course aims to provide you with the information and skills needed to go above and beyond with the customer service that they provide.</p> <p>All businesses, whether they operate face-to-face, over the phone or by email, should strive to give their customers the best experience they can in order to maintain relationships, status and success.</p> <p>This in-depth course will provide you with a solid understanding of the role of customer service in a business and its implications to their success. Throughout the duration of the course, you will gain the relevant knowledge and skills required to gain employability in the customer service area.</p>
<b>What are the Entry requirements?</b>	No previous qualifications are required
<b>Requirements of the course (e.g. kit/uniform info)</b>	None
<b>Progression and Careers</b>	You can progress on to a further related course or you could gain employment on the back of completing the qualification.
<b>For more information please contact:</b>	<b>Email:</b> Julie.Hindhaugh@northumberland.gov.uk <b>Tel:</b> 01670 622113