



Give your customer service the seal of approval!

Welcome Host is now accredited by City & Guilds.

The UK's most popular customer service training course for the tourism, hospitality, passenger transport and leisure sectors - Welcome Host - now offers the chance to gain a nationally-recognised award.

For just £15 per person (in addition to the standard course fees), participants that undertake a one day Welcome Host course can take a 30 question multiple choice examination giving the opportunity to gain the City & Guilds Level 2 Award in Welcome Host (Customer Service) QCF.

Your business will benefit from the skills and knowledge your staff gain through this highly practical customer service training. In addition, you will also:

- provide added motivation and reward to staff through the achievement of a nationally-accredited qualification
- 'quality assure' their understanding of customer service excellence
- ensure staff are committed to making the most of their training
- give your people a great start on the road to developing their own skills
- benefit from a more qualified workforce

This is the first time that the Welcome Host course has led to a formal qualification, as part of the national qualifications framework through working in partnership with the UK's leading vocational awarding body City & Guilds.

For £15 per person, this will give you the opportunity to develop a team fully equipped and qualified to deliver success through superb customer service.

For more information please contact
Stephanie Pook on 02380 625436
spook@tourismse.com

Alternatively,
contact your **regional training manager** directly
via 'contact us' page of welcometoexcellence.com



*Subsidised funding may be available in some regions depending on eligibility – please ask for details

www.welcometoexcellence.co.uk/trainingprogrammes/welcomehost

Further Information

Welcome Host has now been successfully accredited by QCA and City and Guilds.

This now forms a full Unit on the new Qualifications Credit Framework which is the new way that employees, in the future, will be able to build up larger and more formal qualifications.

How do participants achieve this qualification?

By completing the standard welcome host course in the usual way, and then completing an additional 45 question multiple choice examination paper at the end of the day (sat under exam conditions - up to 1 hour),

Successful completion allows the candidate to achieve a Level 2 Award in Welcome Host (Customer Service) (QCF)

The standard one day course will finish at approx 4pm, allowing time for the examination at end of day.

What is the cost?

To register for this qualification is just £15.00* per candidate on top of standard Welcome Host course fees (*subsides may be available in some regions.) This covers examination fee, certificate and administration

What level is this qualification?

This Level 2 Award in Welcome Host (Customer Service) (QCF) is a qualification in its own right.

Level 2 Award in Welcome Host (Customer Service) (QCF) is aligned to GCSE level and equates to 11.5 SCAAT Points (Schools & Colleges Achievement and Attainment Tables)

Background information to qualification & QCF framework

The Welcome Host City & Guild award sits on the new Qualification Credit Frame (QCF) and is part of a government initiative which aims to accredit employer led and recognised training allowing employees to build their own qualifications at a pace that suits them. This is still relatively new and is being developed over the next few months.

As well as being a qualification itself, our course has 1 credit associated with it and will be able to be used towards larger qualifications. When more information is available this will be circulated.

The City & Guilds levels range from 'entry level' to 'level 8'

- a rough guide regarding levels is:

- GCSEs grades A* - C are equivalent to level 2 – (which is where our qualification falls)
- GCE A-levels are equivalent to level 3; and a
- PhD is the maximum and is equivalent to level 8

How does the examination take place?

30 question multiple choice examination paper

Taken at the end of standard course day – 45 minutes allowed

Examinations sat under exam conditions (closed book) with 2 invigilators (usually the trainer and a staff member at venue)

Questions are logical and straight forward. All possible questions are covered within the course material. 70% pass mark is required in order to achieve qualification