



Positive Community Connections with
Acorn Midlands Education and Training
Service
Customer Service 5N0972



AWARDING BODIES

- Quality and Qualifications Ireland (QQI) makes awards in further and higher education and training
- SEC - State Examinations Commission (Department of Education and Skills)
- Institutes of Technology
- Universities

AWARDS IN THE FRAMEWORK

There are four classes of award in the National Framework of Qualifications:

- Major Awards: named in the outer rings, are the principal class of awards made at a level
- Minor Awards: are for partial completion of the outcomes for a Major Award
- Supplemental Awards: are for learning that is additional to a Major Award
- Special Purpose Awards: are for relatively narrow or purpose-specific achievement



For further Information consult: www.nfq.ie www.QQI.ie

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Aims and Overview:

Positive Community Connections provide tuition through Acorn Midlands Education and Training Service – A training service which aims to serve the entire Midlands area. We have over ten years' experience in the delivery of QQI accredited courses at levels 3, 4 and 5. We aim to provide a quality hands on experiential training service to all who avail of it. We offer a broad range of learning supports to enhance the learning experience and we strive to meet all learner requirements.

Courses will commence once a minimum of
10 learners have registered.

Customer Service:

What level: This Programme is a QQI/FETAC level 5 award.

What Modules: This programme consists of 1 module – Customer Service. This module aims to make the learner employable in all areas of the hospitality sector. It covers a broad range of learning outcomes which takes in skills such as:

- Reception work (Telephone/Email/Face to Face encounters)
- Becoming more confident around dealing with customers and understanding good customer service
- Becoming aware of the rating systems and standards for customer service in Ireland
- Understanding Consumer Legislation
- Handle a range of correspondence and records providing a service to the customer

This module can be used towards the achievement of a major award at QQI level 5 in **Hospitality Studies**. It is the aim of Positive Community Connections & Acorn Midlands Education and Training service to allow progression of all learners towards the major award in Hospitality Operations.

Course Structure: This course will be run one evening per week, 3 hours per evening + two Saturdays over a duration of 3 months. During this time all learning outcomes will be met and assignments/projects and exams will be completed. The course will be comprised of practical hands on learning as well as assignments/exams.

Commencing Thursday 28th Sept 2017 – Columb Barracks, Ashe Road, Mullingar @7pm

Entry Requirements: A pass leaving certificate is required for this course or life experience and a genuine desire to learn in this field. An initial assessment will have to be carried out if the learner does not hold a leaving certificate. This will be done in order to ascertain their level of ability to partake in a level 5 programme of learning.

Broad Course Aims:

- To equip the learner with the skills and confidence to successfully work in the hospitality sector.
- To understand the concept of customer service.
- To gain skills in order to work within a social environment, operating independently and while under supervision.
- Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers, to include active listening skills, positive body language and observation of customer behaviours.
- Dealing with guests/customers on a daily basis and the up keep of quality marks within the setting they work in.
- To gain skills and qualifications in order to carry into further education or employment.

Progression Options:

The option of progressing towards achieving a major award in Hospitality Operations FETAC level 5 will be open to all learners on this course. Individual progression plans will be identified throughout the course. Access to a degree course in hospitality/culinary skills will be available to learners upon completion of the level 5.

Resources available:

- Fully equipped computer room.
- Literacy supports
- Tutor – learner 1:1 supports
- Additional space and time throughout the course to complete assignments etc.
- Personal development, career guidance and life coaching programmes can be made available.
- Individual Progression plans will be developed for each learner.

Cost Involved

1 Module – €220

Payment options are available and can be discussed on an individual basis.

Contact: Training co-ordinator – Karyn Morgan: 0879432188 or
kmorgan@youthworkmidlands.org

- Please note: For those people who are on a DSP payment a grant may cover the cost of the course. Contact Karyn for further details.