

**Give your customer service the seal of approval!**

**Welcome Host Gold is now accredited by City & Guilds**

Participation in Welcome Host Gold provides an opportunity to gain a nationally-recognised qualification - available through Regional Tourist Board Partnerships and working together with the UK's leading vocational awarding body City and Guilds.

**For just £15 per person (in addition to the standard course fees), participants undertaking a one day Welcome Host Gold course can take a 30 question multiple choice examination giving the opportunity to gain a People 1<sup>st</sup> qualification; Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism.**

Your business will benefit from the skills and knowledge gained by participating in this highly practical customer service training programme. 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

For £15 per person, your staff can gain a nationally recognised customer service qualification and help you to deliver world-class service to your customers.

For more information contact:

**Gill Heighington on 02380 625436**

[gheighington@tourismse.com](mailto:gheighington@tourismse.com)

Or to view our list of course dates and prices visit,

[www.tourismtrainingsoutheast.com](http://www.tourismtrainingsoutheast.com)



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

<http://www.welcometoexcellence.co.uk/trainingprogrammes/welcomehostgold.asp>

## Further Information

C&G Qualification number: 4421-32

QAN number 500/6351/0

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

By participating in Welcome Host Gold, candidates can also achieve the People 1<sup>st</sup> Level 2 Award; Principles of Customer Service for Hospitality, Leisure, Travel and Tourism. The award is one credit on the Qualifications Credit Framework which enables individuals to build up a series of units towards achievement of larger and more formal qualifications.

### How do participants achieve this qualification?

By successfully completing the standard Welcome Host Gold course in the usual way and then taking a short multiple choice examination. This can either be completed on the same day or at a later stage if applicable (details available on request and costs may increase if taken at a later stage). The examination takes around 45 minutes to complete.

Successful attainment means the candidate will achieve the Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism.

### What is the cost?

To register for this qualification is just £15.00\* per candidate on top of the standard Welcome Host Gold course fee (\*subsidies may be available – check on booking). This covers the examination/registration fee, certificate and administration.

### What level is this qualification?

Level 2 is aligned to a GCSE level and equates to 11.5 SCAAT Points (Schools & Colleges Achievement and Attainment Tables).

### Background information to the qualification & QCF framework

The Welcome Host Gold City & Guild Level 2 sits on the new Qualification Credit Framework (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.

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

- a rough guide regarding levels is as follows:

- 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 City and Guilds examination take place?

There is a 30 question multiple choice examination paper which is taken at the end of a standard course day – 45 minutes needs to be allowed.

The multiple choice paper is taken under examination conditions (closed book) with 2 invigilators (usually the trainer and a staff member at venue).

Questions are logical and straight forward and relate to the Welcome Host Gold content. Candidates need to achieve a 70% pass mark.