

DISTANCE LEARNING COURSES

RETAIL & HOSPITALITY



If you prefer the flexibility of learning from your own home, workplace or even on the go, our range of online distance learning courses are perfect for you. These retail and hospitality courses are ideal for learning new skills, growing your CV and gaining a recognised qualification, especially those working in front of house and customer facing roles.

Retail and Hospitality

- Level 2 Certificate in Cleaning Knowledge and Skills
- Level 2 Certificate in Understanding Retail Operations
- Level 2 Certificate in Understanding Behaviour that Challenges
- Level 2 Certificate in Principles of Customer Service
- Level 3 Certificate in Principles of Customer Service

Benefits to Individuals

- Flexible learning
- A recognised qualification
- Support from trained and experienced tutors
- New skills to support your personal or professional development

Benefits to Employers

- Upskills your workforce
- meet HSE, CQC and/or Ofsted training compliance
- No cost implications

Course Information

Entry Requirements

There are no specific entry requirements; however, learners should have a minimum of level one in literacy or equivalent. All learners must successfully complete an induction booklet. Some courses may also require you to be working in a relatable role for witness testimonies.

Course Fees

Our Level 1 and 2 distance learning courses are free if eligible for government funding if you meet the following criteria:

- **Must be aged 19 and over as of 31/08/19**
- **A resident in the UK for the last 3 years**
- **Not enrolled in any other distance learning course with us**

Please note that if a learner withdraws before completing the course they may be charged a £100 admin fee.

Our Level 3 courses can be funded by advanced learner loans or by making full cost payments.

Assessment

These qualifications are assessed by internally set and marked online assessments and are subject to external quality assurance. There are opportunities to re-complete any questions or assessments which may be referred.

Each individual qualification also requires the successful completion of an Induction Booklet within 4 weeks of starting the programme. This provides you with an introduction to distance learning and also provides an additional qualification.

Progression

Each qualification is designed for learners to progress onto further study or prepare them for careers in chosen sectors. Learners are encouraged to progress to the next level or a different subject of study after finishing their programme.

Contact Us

If you would like to find out some more information on our distance learning courses please contact the Distance Learning Team:

E: distancelearning@croydon.ac.uk

T: 020 8686 5700 ext: 3579

For a breakdown of how the costs will affect your Levy/Contributions or for more information contact the apprenticeship team on:

0208 686 5700 (Ext 3149) or email Andrew.challis@croydon.ac.uk



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