

NCFE Certificate for Airline Cabin Crew

Level 2



This qualification will provide candidates with key insights into the role of airline cabin crew. The course looks at:

- Understanding the airline industry
- Effective customer care
- Effective team work and communications
- Health, safety and aviation security
- Understanding the airport process.

Progression can be into airlines' own training schemes as well as other Level 3 related courses.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Wed	26/09/07	1830-2130	30	£295	£125	23541 E17MA

Certificate in Sustainable Tourism

Level 2



NEW

This course will raise awareness of the key elements of sustainable tourism and eco-tourism in a range of destinations.

Units cover sustainable tourism, the impact of tourism on the local environment, and how to manage the effects of tourism.

The course looks at:

- Understanding the airline industry
- Effective customer care
- Effective team work and communications
- Health, safety and aviation security
- Understanding the airport process.

Progression can be into airlines' own training schemes as well as other Level 3 related courses.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Mon	24/09/07	1830-2100	24	£215	£90	23543 E17MA

NCFE Certificate in Travel & Tourism Management

Level 3



NEW

This qualification aims to increase the candidate's understanding of contemporary and legislative issues in Travel and Tourism and how these issues impact upon organisational processes and the management of people. It also provides candidates with skills to help solve problems associated with managing revenues and customer services, and develops candidates' skills and knowledge of sales and promotions. The course is for candidates over 18, in employment, with a previous qualification at Level 2.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	27/09/07	1830-2100	24	£450	£200	23544 D17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.