



## Real Skills for Real Jobs

The Hospitality Industry is one of the fastest growing industries in the UK



**Forster  
Community College**  
Inspiring Learning and Supporting  
Communities to Prosper

[www.forster.ac.uk](http://www.forster.ac.uk)

## School of Hospitality and Catering, we put the customer first!

Welcome to the School of Hospitality and Catering. This school covers all aspects of hospitality & catering and customer service. We deliver qualifications supporting the service industry both in classroom learning and workplace skills development, from entry level to level 3 courses.

Our team have over 40 years combined industry experience in the areas of customer service, hospitality and catering in a variety of companies and settings.

- Do you enjoy working as part of a team to create dishes from fresh seasonal produce and are prepared to work hard to acquire the skills required by Chef's to achieve this?
- Do you want to work Front of House or be a Housekeeper?
- Do you see yourself as a deliverer of good customer service?
- Do you have the confidence to work independently when required and solve problems if they arise?

If the answer is yes to two of these questions, then a qualification in Hospitality/ Customer Service might be the course for you!



FREE Places Available on selected courses please call us for more information



## Foundation Learning

### Course Description:

Foundation Learning is the national suite of learning for young people (16-18). The suite includes qualifications at entry level or Level 1.

At Forster Community College our speciality is training for the hospitality industry with our 'Young Chefs Academy'. Foundation Learning provides greater opportunities for progression, with our young people and tutors agreeing a personalised programme towards an 'intended destination'.

Most young people progress to Level 2 Hospitality Apprenticeship or a Level 1 Hospitality Qualification in:

- Front of House - Reception
- Housekeeping
- Food and Beverage Service
- Hospitality Services
- Food Preparation and Cooking

Our young people will also complete qualifications in Personal and Social Development, Employability Skills, English, Maths and ICT Functional Skills.

All courses are accredited with a range of awarding bodies.

### Entry Requirements:

There are no formal entry requirements for candidates undertaking foundation learning but the programme is aimed at young people (16-18) needing to upgrade their skills for an apprenticeship.

### Progression Route:

Level 2 Hospitality Apprenticeship or Level 1 Hospitality Qualification

**Weekly training allowance or bursaries available**

Day	Time	Qualification Title inc level	Course Code	Start Date	End Date	Fee	Venue
Mon Tues Wed	9.30am	Personalised Programme	I4YNA02FLC  I4YNA03FLC	Roll On	24/01/12 L1 17/04/12 L2	Free	Main Campus & placements can be in areas of vocational choice



## LI Award in Customer Service/Retail Knowledge

### Course Description:

Need a fast, effective introduction to Customer Service or Retail Knowledge. Looking to take your skills to the next level? The Awards in Customer Service/Retail Knowledge are for you. You'll learn how to better meet your customers' needs - a skill that can lead to a better experience for your customers and improved career prospects for yourself.

The Customer Service qualification is suitable for anyone who wants to improve their customer service skills - no matter what industry you're working in. The Retail Knowledge qualification provides the expertise and knowledge required for this fast moving industry.

### Entry Requirements:

Candidates are initially assessed on entry, so that levels of literacy, numeracy, communication skills and sector understanding can be determined. This initial assessment will consider previous qualifications and practical experience.

### Progression Route:

Level 2, in Retail Knowledge starting January 2012.



## Level 1/2 NVQ Diploma in Hospitality

### Course Description:

These qualifications are a good grounding for a variety of hospitality areas such as; front office, housekeeping, food and beverage and hospitality services. After taking one of these NVQs, you will have a qualification that shows employers and customers you have the skills to work in a range of jobs such as: hotel receptionist, bar worker and waiter/waitress. You could choose an NVQ in:

- Front Office
- Housekeeping
- Food and Beverage service
- Hospitality Services
- Food Preparation and Cooking

To gain an NVQ, you need to show you've got a particular set of skills. You usually work with your Training Provider to review your current skills and find the best way to gain new ones - perhaps by trying new things at work, or by studying.

NVQs are assessed at work or in a simulated workplace. For each unit your Assessor watches and asks questions as you perform a task, or looks at a portfolio of work that you've built as formal evidence of your learning. Then they confirm you've got the skills to do the job well. For the NVQs in Hospitality and Catering you will gain evidence in your work-placement as well as learning with your Training Provider.

### Entry Requirements:

There are no formal entry requirements for candidates undertaking this qualification. However candidates must have the potential and opportunity to gain evidence for the qualification in the work place.

### Progression Route:

Level 1 to level 2 then level 3 Award in Hospitality and Catering.



Day	Time	Qualification Title inc level	Course Code	Start Date	End Date	Fee	Venue
Thurs	9.30am	LI Award in Customer Service	15LL110CS	06/10/11	15/12/11	£110	Main Campus
Thurs	1.30pm	LI Award in Retail Knowledge	15LL101RET	06/10/11	05/04/12	£165	Main Campus

Day	Time	Qualification Title inc level	Course Code	Start Date	End Date	Fee	Venue
Tues	9.30am	Hospitality L1/L2 Programme	07LL102H	04/10/11	24/01/12 L1	£480	Main Campus & placements can be in areas of vocational choice
Tues	9.30am	Hospitality L1/L2 Programme	07LL202H	04/10/11	17/04/12 L2	£900	

\* Selected courses only. Subject to funding rules & personal circumstances. Please contact the College for more information.

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## CIEH Level 2 Award in Food Safety in Catering

### Course Description:

Who needs this qualification?

Anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled.

Typical environments may include:

- Pubs, Hotels, Restaurants
- Supermarkets and Retail Environments
- Food and Drink Manufacturers
- Hospitals
- Care Homes
- Schools
- Prisons

Duration: One-day programme

Assessment: Multiple choice examination

### Entry Requirements:

There are no formal entry requirements for candidates undertaking this qualification

### Progression Route:

NVQ Diploma in Hospitality

## Level 2 NVQ Diploma in Hospitality/ Level 3 Award in Hospitality Supervision

### Course Description:

These qualifications cover a good grounding for a variety of hospitality areas such as: front office, housekeeping, food and beverage and hospitality services. After taking one of these NVQ's you will have a qualification that shows employers and customers you have the skills to work in a range of jobs such as; hotel receptionist, bar tender and waiter/waitress. You could choose an NVQ in:

- Front of House - Reception
- Housekeeping
- Food and Beverage service
- Hospitality Services.
- Food Preparation and Cooking

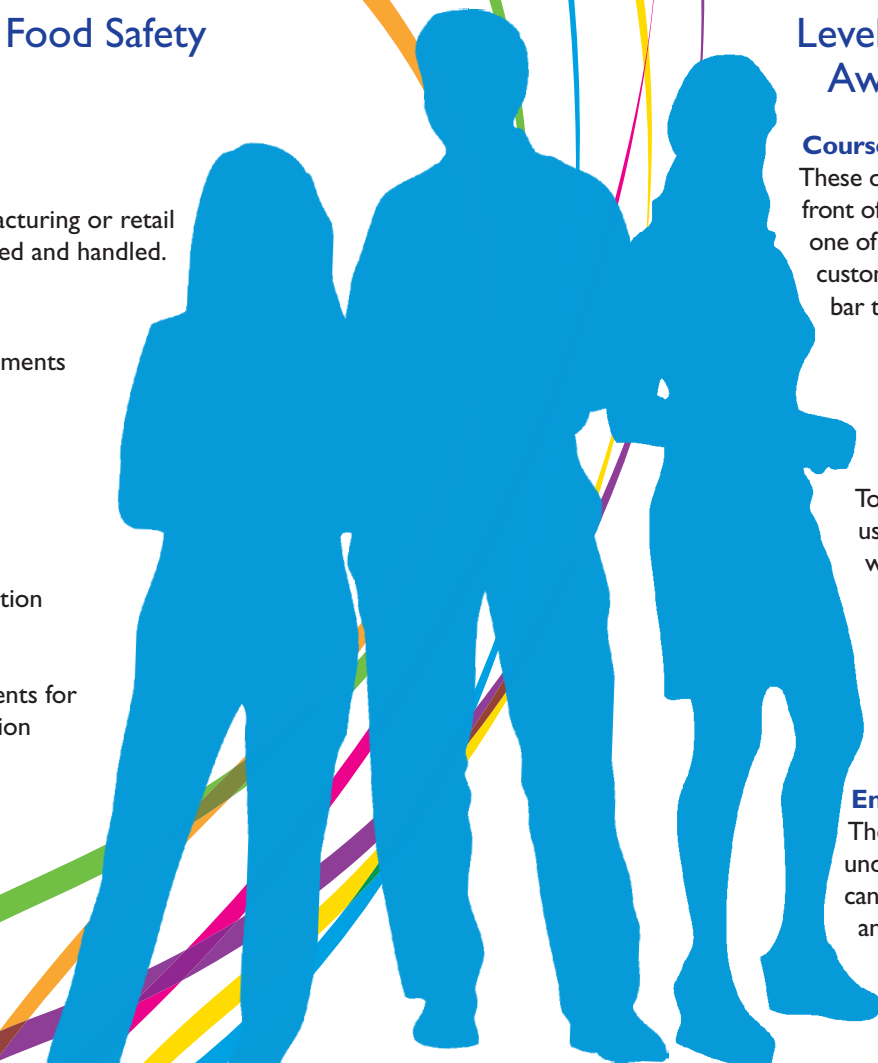
To gain an NVQ you need to show you've got a particular set of skills. You usually work with your Employer to review your current skills and find the best way to gain new ones - perhaps by trying new things at work, or by studying. NVQs are assessed at work. For each unit your Assessor observes and asks questions as you perform a task, or looks at a portfolio of work that you've built as formal evidence of your learning. Then they confirm you've got the skills to do the job well.

For the NVQs in Hospitality and Catering you will gain evidence in your work as well as learning with your Training Provider.

### Entry Requirements:

There are no formal entry requirements for candidates undertaking the Level 2 qualification. However candidates must be employed and have the potential and opportunity to gain evidence for the qualification in the work place. Level 3 candidates need to be working in a supervisory role.

**Progression Route:** Level 2 to Level 3



Qualification Title inc level	Course Code	Start Date	End Date	Fee	Venue
Food Safety L2	07FL205FSC	Bespoke Booking designed to suit your needs		£90	Main Campus

Day	Time	Qualification Title inc level	Course Code	Start Date	End Date	Fee	Venue
to suit you	to suit you	NVQ Hospitality L2	07LL203NH	to suit you	approx 3 months course	£525	Workplace
to suit you	to suit you	Award in Hospitality Supervision L3	07LL203AHS	to suit you	approx 3 months course	£299	Workplace

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For full information see our  
"Joining a course at Forster  
Community College" information  
sheet also available on our website:  
[www.forster.ac.uk/join](http://www.forster.ac.uk/join)

To apply send in the  
attached application  
form **at least 2 weeks**  
before the course starts

If you would like  
any assistance with your  
application or have any questions  
give us a call on  
**01274 308 707**

## Grab & Go Café

Available at the College



**Are you 19 - 24  
and interested in earning  
while you learn?**

Give us a call and ask about Apprenticeships!  
**01274 308 707**

# Raising Our Rafters Appeal

After almost 140 years of  
wear and tear, our roof is in need  
of immediate attention.  
We urgently need  
your support.

**£30,000  
is required**

in order to carry out all the  
essential work and repairs

To contribute or organise a fundraising event,  
please contact

**Sheila Philpott, CEO**

Forster Community College,  
2 Captain Street, BD1 4EL

or Telephone: **01274 308 707** Email: [ceo@forster.ac.uk](mailto:ceo@forster.ac.uk)

Text: "FUTURE" to **07907 890 307**



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## Local Business and Community Services

The College is dedicated to the people, communities and businesses of Bradford. Here you will find a selection of services we offer to support local businesses and community organisations. When cost cutting is on most agenda's shared and outsourced services are a cost effective way to ensure you can maintain that all important service delivery.

**Room Hire** – Range of rooms and equipment to suit your needs.

**Administration Services** – Outsource your administration work for a cost effective solution.

**Exam Service** – we are accredited with a selection of exam bodies,. If you are a small education organisation we can offer a cost effective accreditation service including optional invigilation staffing and suitable exam rooms.

**Initial Assessment Service** – access to BKSB online initial assessments and diagnostics.

**Observation of Teaching and Learning Outsourcing** – an independent and cost effective way to manage your teaching quality.

**Data Management Service** – a fully serviced further education and adult safeguarded learning data management system with custom reporting and access options.

