



12th May 2015

Darrin Sinclair
Qualification Advisor
City & Guilds
1 Giltspur Street
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UKPRN number: 10007321

Dear Mr. Sinclair,

Level 1 Certificate in Introduction to the Hospitality Industry - 601/0299/8

In view of your recent communication in regards to the above qualification, I can confirm that we have demand from our local Job Centre for this qualification. Our local Job Centre had previously requested a broad Hospitality qualification that would equip new entrants to the catering industry. We identified this qualification because it covers highly relevant topics and offers skills that would offer unemployed adults a rung on the catering ladder, so we are very much hoping that we can offer this.

Providing this programme will lead to successful learners working in a range of hospitality sites such as restaurants, cafes, hotels, coffee shop chains and entertainment venues.

The content is highly relevant; this will be explained under the qualification's unit headings:

- *Introduction to hospitality industry* – this gives the learner an insight into the hospitality industry and an opportunity for them to consider how they could individually progress
- *Introduction to workplace skills* – this provides learners with the vital employability and work preparation skills needed to get into the job market
- *Principles of customer service* – strong customer care skills are often what make the difference between whether a learner is employed or not
- *Food Safety* – this content fulfils the mandatory requirement of working with food
- *Health & Safety* – this content supports the learner to not only protect customers and colleagues but also themselves from work place hazards

The content of the course will therefore prepare learners thoroughly for working in the hospitality industry and employers will recognise aspects of the content that are relevant to their business needs. We have had feedback from employers who state that this programme will thoroughly prepare learners for the hospitality industry due to the relevant and specific content.

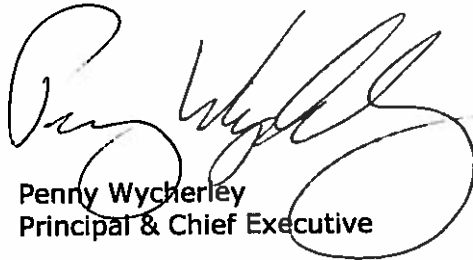
Learners will be offered job interviews following the course and the College has a track record of 72% of learners into work following our skills interventions.

We hope to offer this in 2015/16 year to approximately 50 x learners. I do hope that this programme can be funded by the SFA.

We also consent to our name and logo being publicly available on the City & Guilds website.

If there is any further way we can progress this, please let me know.

Yours sincerely



Penny Wycherley
Principal & Chief Executive