

8 May 2015

To Darrin Sinclair

As an FE provider, Greenwich Community College currently delivers the following qualification to support our curriculum and to help learners progress onto further learning or employment.

QAN: 501/0897/9

Qualification title: Level 2 NVQ Diploma in Gambling Operations (QCF) Centre

UKPRN: 108473

The content of the qualification provides learners with the skills and knowledge to gain an understanding and skills needed within the gambling sector, the aim is to be employment ready for the sector mainly as a croupier.

We have planned for 65 learners for 2015/16

The qualification includes;

- How best to support problem gambling within their job role
- How to protect young and vulnerable people from gambling related harm
- Customer service within a gaming context
- How to deal the casino table games
- Health and Safety at work
- Enhanced awareness of security within a gaming context

Through undertaking the course other skills are developed such as; dexterity, mathematical, customer care and presentation, communication and ability to work under pressure.

Outcomes for learners; Learners achieving this qualification have the opportunity to gain employment within a sector in which many staff do not have any formal qualifications. The undertaking of this qualification enables them to re-engage with learning and achieve their first formal qualification.

The qualification is valued by employers as it legitimizes the occupation. It is cost effective as it reduces the need to train in-house, which is costly and time consuming. They can be more certain that the recruits have already proven commitment and ability. Several London casinos choose to use our training facility in which to recruit staff, for example; Hippodrome, Aspens, and Genting casinos.

Clear progression pathways from the Level 2 qualification and learners are made aware at advice and guidance stage and throughout the learner journey.

The progression from these qualifications allows the learners a varied choice of learning opportunities such as:

- Level3 Customer Service- 01053796
- HND Hospitality Management- 00100892
- BA Hons Hospitality Management- 00240475

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

Yours sincerely



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