

Northern Regional College

Part-time Day and
Evening Courses



2009-2010

Travel and Tourism

Contents

Travel and Tourism Qualifications:	2
Certificate in Airline and Airport Customer Care	3
Certificate in Airline and Airport Passenger Service Agent Skills	4
Certificate in Air Cabin Crew Operations	5
Certificate in Starting Your Own Tourism Business	6
Application Form for Courses Requiring Interview	7

A brighter future – Starts here . . .

Travel and Tourism Qualifications:

Certificate in Airline and Airport Customer Care

Certificate in Airline and Airport Passenger Service Agent Skills

Certificate in Air Cabin Crew Operations

Certificate in Starting your own Tourism Business

These programmes offer 4 separate qualifications for the Airline and Airport Industry. Students will take each programme for seventeen weeks through a series of tutor marked assignments.

The programme will run for 3¹/₄ hours per week on a part-time basis.

The programmes are suitable for all age groups and are designed for those students who wish to take up employment within the travel and tourism industry and specifically airline/airport sectors.

Anyone wishing to take this course will have an interview.

Contact

Karen McLeod

T: 028 2565 2871

E: karen.mcleod@nrc.ac.uk



Certificate in Airline and Airport Customer Care

Ballymena

Duration 17 Weeks

Entry Requirements

There are no formal entry requirements.

Contact

Karen McLeod
T: 028 2565 2871
E: karen.mcleod@nrc.ac.uk

Course Content

The Certificate in 'Airline and Airport Customer Care' is composed of a selection of modules. Seven modules are required for achievement of the Certificate.

The current Core Modules are as follows:

- Travel and Tourism –
The Importance of the Airline Industry
- Passenger Need –
Providing a customer service experience
- Airline and Airport Customer Care
- Creating a positive impression
with passengers
- Solving passenger problems and
creating a lasting impression
- The importance of product knowledge
in the Airline Industry
- The key components of
Airline Customer Service

Course Aims

The Certificate in 'Airline and Airport Customer Care' course is primarily designed for those students who wish to develop the skills to care for Air Transport Passengers whilst complying with the exacting safety standards and procedures.

The Certificate is a Level 2 award and is gained by successfully completing unit activities and class assignments. Students will study the programme for 17 weeks (3¹/₄ hours per week).

The programme is suitable for all ages and is designed for students who wish to take up employment in the Travel Industry, particularly the Airline/Airport sector.

Achievements/Qualifications

Certificate in
'Airline and Airport Customer Care'.

Course Manager of Travel and Tourism Karen McLeod with Karen Kerr. Karen is presently a Year 2 Student at NRC Ballymena, studying for a National Diploma in Travel and Tourism. In the first year of her full time studies, Karen also completed the 'Certificate in Airline and Airport Customer Care' and 'Certificate in Air Cabin Crew Operations'. Karen completed her work experience placement with Easyjet in January 2008 and was offered part time and summer employment. Easyjet has confirmed Karen's employment with the company after she completes her studies in June 2009. Karen's commitment to her studies has been rewarded with her being presented with Airline and Airport Prize for Endeavour.



Certificate in Airline and Airport Passenger Service Agent Skills

Ballymena

Duration 17 Weeks

Entry Requirements

There are no formal entry requirements.

Contact

Karen McLeod
T: 028 2565 2871
E: karen.mcleod@nrc.ac.uk

Course Content

The Certificate in 'Airline and Airport Passenger Service Agent Skills' is composed of a selection of modules. Four modules are required for achievement of the Certificate.

The current Core Modules are as follows:

- Time management, suitability and Airline and Airport Preparation Standards
- Introduction to verbal Airline and Airport Passenger Service Agent Standards
- Introduction to written Airline and Airport Passenger Service Agent Standards
- Introduction to Effective Airline and Airport Service Agent Standards

Course Aims

The Certificate in 'Airline and Airport Passenger Service Agent Skills' course is primarily designed for those students who wish to develop essential knowledge, understanding and skills for Passenger Service Roles.

The Certificate is a Level 2 award and is gained by successfully completing unit activities and class assignments. Students will study the programme for 17 weeks (3¼ hours per week).

The programme is suitable for all ages and is designed for students who wish to take up employment in the Travel Industry, particularly the Airline/Airport sector.

Achievements/Qualifications

Certificate in 'Airline and Airport Passenger Service Agent Skills'.

Karen McLeod, course manager, pictured with Travel and Tourism Students who successfully completed Airline and Airport Awards in June 2008. These students successfully achieved four certificates, 'Certificate in Airline and Airport Customer Care', 'Certificate in Passenger Service Agent Skills', 'Certificate in Air Cabin Crew Operations' and 'Certificate in Setting up a Tourism Business'. Many of these students have successfully pursued careers in the Travel and Tourism Industry, taking up employment in Passenger Service roles and Airline Sector. Other students have progressed into Level 3 awards and higher education courses.



Certificate in Air Cabin Crew Operations

Ballymena

Duration 17 Weeks

Entry Requirements

There are no formal entry requirements.

Contact

Karen McLeod
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E: karen.mcleod@nrc.ac.uk

Course Content

The Certificate in 'Air Cabin Crew Operations' is composed of a selection of modules. Four modules are required for achievement of the Certificate.

The current Core Modules are as follows:

- Time management, suitability and Air Cabin Crew Preparation Standards
- Introduction to verbal Air Cabin Crew Standards
- Introduction to written Air Cabin Crew Standards
- Introduction to Effective In-flight Service Standards

Course Aims

The Certificate in 'Air Cabin Crew Operations' course is primarily designed for those students who wish to develop essential knowledge, understanding and skills for Passenger Service Roles.

The Certificate is a level 2 award and is gained by successfully completing unit activities and class assignments. Students will study the programme for 17 weeks (3¼ hours per week).

The programme is suitable for all ages and is designed for students who wish to take up employment in the Travel Industry, particularly the Airline/Airport sector.

Achievements/Qualifications

Certificate in 'Air Cabin Crew Operations'.

Shannon Harris is currently working in Thomson Travel in Ballymena as a Travel Advisor dealing with travel bookings and customer destination queries. Shannon commenced her Travel and Tourism studies at the Northern Regional College, Ballymena in September 2004 undertaking a First Diploma qualification. Shannon then progressed to the National Diploma award, successfully completing this course in June 2007. During this time Shannon undertook work experience with Ballymena Borough Council and successfully secured part time and holiday work in Ballymena Tourist Information Centre. Shannon's interests mainly lay within the field of Travel and hence Shannon decided to further her interest in order to pursue a career in this particular sector and she has now successfully completed her 'Certificate in Airline and Airport Customer Care' and 'Certificate in Passenger Service Agent Skills' Shannon says, "I have been delighted to continue my education into a fourth year at NRC Ballymena. My Airline and Airport course tutor and NRC overall have been excellent in helping me cope with my studies and providing me with the facilities I need. I love the course and the fun workshop structure of the programme."



Certificate in Starting Your Own Tourism Business

Ballymena

Duration 17 Weeks

Entry Requirements

There are no formal entry requirements.

Contact

Karen McLeod
T: 028 2565 2871
E: karen.mcleod@nrc.ac.uk

Course Content

The Certificate in 'Starting Your Own Tourism Business' is composed of a selection of modules. Eight modules are required for achievement of the Certificate.

The current Core Modules are as follows:

- The Potential of Tourism Industry
- Choosing whether to enter the industry
- Operating a small tourism business
- How to establish various types of Tourism business
- Writing a business plan
- Writing proposals
- Community Tourism planning
- Planning your Tourism venture

Student of the year 2008 and now 2009. Patricia is pictured with Airline and Airport course manager, Ms Karen McLeod and Dr. Catherine O'Mullan, Deputy Director Support and Development NRC. Patricia is a student on the National Diploma Travel and Tourism programme and over the last two years has achieved excellent results in her core course subjects and her Airline and Airport studies. Patricia has completed all four certificates, 'Certificate in Airline and Airport Customer Care', 'Certificate in Passenger Service Agent Skills', 'Certificate in Air Cabin Crew Operations' and 'Certificate in Starting your own Tourism Business'. Well done Patricia!

Course Aims

The Certificate in 'Starting Your Own Tourism Business' course is primarily designed for those students who wish to understand the nature of tourism businesses and plan a successful tourism venue.

The Certificate is a level 2 award and is gained by successfully completing unit activities and class assignments. Students will study the programme for 17 weeks (3¼ hours per week).

The programme is suitable for all ages and is designed for students who wish to take up employment in the Travel Industry.

Achievements/Qualifications

Certificate in 'Starting Your Own Tourism Business'.



Application Form for Courses Requiring Interview

2009/2010

Please complete all sections using BLOCK capitals.



Note: This form only relates to courses where an interview is required – for all other courses you do **not** need to fill in this form – **Enrol directly by phone, post or in person.**

Courses

Course(s)

Preferred Campus for interview:

Surname:

Title:

First Name(s):

Date of Birth: / /

Home Address:

Postcode:

Telephone No:

Mobile No:

Email:

Education Support

The Northern Regional College welcomes applications from people with a disability, learning difficulty and/or medical condition. (This information will be treated in confidence.)

Do you require any extra help for the admissions interview?

Yes

No

Signature of Applicant:

Date: / /

For Office Use

Date Received:

Interview Time:

Interview Date:

Course Code:

Student ID No:

This form can be made available in alternative formats on request

Please cut along the dotted line.





Aspire | Aim | Achieve

The Northern Regional College is committed to the promotion of equality of opportunity in all of its activities. We aim to ensure that we provide a supportive, fair, inclusive and welcoming environment for all staff, students and visitors free from any form of discrimination or harassment.

Education Support

The Northern Regional College aims to enable people with a medical condition, learning difficulties and/or disabilities to access, participate and progress within and from learning programmes, through the establishment of appropriate support mechanisms. We are working towards an environment and curriculum which meets the needs of ALL students. It may be useful to arrange an exploratory interview to discuss what special facilities might be needed to enable you to study at the College.












Smoking is not permitted in any College building or enclosed area.

This Guide is available as a pdf document on our website at www.nrc.ac.uk. If you require this document in another format that better suits your needs please let us know and we will try to make alternative arrangements.

Whilst the College makes every effort to ensure the accuracy of this publication (at time of press May 2009), it reserves the right to vary, add or delete any of the courses, or parts thereof, or any other facilities, matters of information referred to in this guide or any other literature, without prior notice.

All courses are subject to minimum enrolment numbers, maximum limits may apply.

e-mail: info@nrc.ac.uk

	NRC – Antrim Fountain Street, Antrim, Co Antrim, BT41 4AL	T: 028 9446 3916	F: 028 9446 5132
	NRC – Ballymena Farm Lodge Buildings, Ballymena, Co Antrim, BT43 7DF	T: 028 2565 2871	F: 028 2563 1353
	NRC – Ballymena Trostan Avenue Building, Ballymena, Co Antrim, BT43 7BN	T: 028 2563 6221	F: 028 2565 9245
	NRC – Ballymoney 2 Coleraine Road, Ballymoney, Co Antrim, BT53 6BP	T: 028 2766 0401	F: 028 2565 9245
	NRC – Coleraine Union Street, Coleraine, Co Londonderry, BT52 1QA	T: 028 7035 4717	F: 028 7035 6377
	NRC – Felden Mill Road, Newtownabbey, Co Antrim, BT36 7BJ	T: 028 9085 6423	F: 028 9085 6411
	NRC – Larne 32-34 Pound Street, Larne, Co Antrim, BT40 1SQ	T: 028 2827 8855	F: 028 2827 3289
	NRC – Magherafelt 22 Moneymore Road, Magherafelt, Co Londonderry, BT45 6AE	T: 028 7963 2462	F: 028 7963 3501
	NRC – Newtownabbey 400 Shore Road, Newtownabbey, Co Antrim, BT37 9RS	T: 028 9085 5000	F: 028 9086 2076
