

Cruise Ship Hospitality

LEVEL 2 DIPLOMA PROGRAMME

LEVEL 2 EXTENDED DIPLOMA PROGRAMME

A comprehensive introduction to the cruise industry and to the skills required to secure a first role on board one of the world's ocean-going cruise ships.



This Level 2 Diploma programme offers a carefully-structured balance of practical and academic learning, including hands-on training in cruise services skills designed for individuals who aspire to begin a career in cruise hospitality.

An Extended Diploma variant is also available including a practical placement, typically in a land-based hospitality setting, to enable students to engage with hospitality roles prior to joining ship.

Syllabus Overview

This 335 Guided Learning Hours (370 hours TQT) qualification offers 37 Credits and comprises 7 units. The 8

unit Extended Diploma version has an unchanged taught element but offers 64 extra Credits reflecting the substantive work placement. Syllabus as follows:

- **Introduction to cruise ship operations**
- **Excellence in cruise customer service**
- **Food & beverage services on board**
- **Enhanced restaurant service**
- **Cruise housekeeping**
- **Superyacht luxury service**
- **Conversation essentials for crew members (Spanish, French or Mandarin)**
- **Practical training internship (Extended Diploma only)**

The objective is to enable students to gain a thorough understanding of this unique and niche employment area and have a critical awareness of best practice. In addition, students are introduced to relevant management skills for their longer-term career development.

Admission requirements: Minimum age 16 at enrolment. This is an open access qualification, however all students should have completed full time secondary education up to age 16. All students must have reasonable English fluency (to IELTS 4.5 standard or equivalent). Assessment is by examination, assignment and work-based assessment.

Bar Skills & Bar Management

Professional bar training, developed in conjunction with leading drinks brands.

Level 2 Certificate in Professional Bartending Skills

Open access. 70 Guided Learning Hours (130 hours TQT) offering 13 Credits from 3 units:

- Beverage production
- Customer service skills
- Legislation in licensed premises

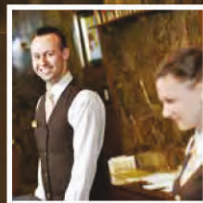
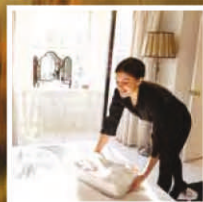
Assessment is by online examination.

Level 4 Diploma in Professional Bartending Management

140 Guided Learning Hours (370 hours TQT) offering 37 Credits from 6 units:

- Ethical bar management
- Sales & marketing
- Financial business management
- Human resources & training
- Legislation in licensed premises
- Advanced bar management skills





Short Level 2 Awards

The units of the qualification may also be studied as shorter specialist Awards.

- **Hospitality Practice** - comprising 4 units: Restaurant & bar service 1, Housekeeping 1, Reception & reservations, Customer service skills. 100 GLH, 12 credits.
- **Restaurant & Bar Service** - comprising 3 units: Restaurant & bar service 1, Restaurant & bar service 2, Customer service skills. 65 GLH, 8 credits.
- **Housekeeping** - comprising 3 units: Housekeeping 1, Housekeeping 2, Customer service skills. 65 GLH, 8 credits.

- **Front Office** - comprising 3 units: Reception & reservations, Concierge & guest services, Customer service skills. 65 GLH, 8 credits.

