

DISTANCE LEARNING

TYRO TRAINING
TRAINING | CONSULTANCY | SUPPORT

FREE*
COURSES

HOSPITALITY, LEISURE & SERVICE INDUSTRIES

NCFE LEVEL 2 VIA DISTANCE LEARNING

WWW.TYROTRAINING.CO.UK

DISTANCE LEARNING – NCFE LEVEL 2

The perfect solution for those with busy work or home lives who would like to gain a NCFE accredited qualification. The courses are delivered through activity workbooks designed to support learning and test knowledge. During your induction, you will be guided through the course plan and then given support from your allocated tutor to complete the workbooks.



PRINCIPLES OF TEAM LEADING

Designed for anyone who wishes to improve their leadership skills and knowledge in order to create a better working environment for themselves and their team, whether a newly appointed team leader or an established manager.

- Principles of team leading
 - Understand business
 - Understand how to communicate work related information
 - Understand how to manage performance and conflict in the workplace
 - Principles of equality and diversity in the workplace
 - Understand how to develop working relationships with colleagues
 - Understanding health & safety procedures in the workplace
 - Understand how to develop and deliver a presentation
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PRINCIPLES OF CUSTOMER SERVICE

Designed to help improve customer service skills and teach candidates how to identify the needs of the customer, while following procedures and legislation.

- Principles of customer service and delivery
 - Understanding customers
 - Understanding employer organisations
 - Understand how to communicate with customers
 - Understand how to handle customer information
 - Understand how to resolve problems and deliver customer service to challenging customers
 - Understand how to develop customer relationships
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FULL INFORMATION AVAILABLE AT: WWW.TYROTRAINING.CO.UK

LEAN ORGANISATIONAL MANAGEMENT TECHNIQUES

Equip you with the business improvement tools and techniques to work effectively in a business team. It is for anyone running a business or managing a team where efficiency and performance are important factors.

- Lean organisation techniques in business
 - Business improvement tools and techniques
 - Working in business teams
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UNDERSTANDING NUTRITION & HEALTH

For those with some existing knowledge of this area who are interested in improving their understanding of nutrition and healthy eating.

- Explore principles of healthy eating
 - Consider nutritional needs of a variety of individuals
 - Use food and nutrition information to plan a healthy diet
 - Principles of weight management
 - Understanding eating disorders
 - Principles of food safety for the home environment
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FULL INFORMATION AVAILABLE AT: WWW.TYROTRAINING.CO.UK

WE ALSO OFFER DISTANCE LEARNING COURSES IN
- BUSINESS & MANAGEMENT
- HEALTH, SOCIAL CARE & WELLBEING FOR ADULTS & YOUNG PEOPLE

Eligibility criteria apply as follows:

- Candidates must be aged 19 or over on 31 August 2019
- Candidates age 19-23 must already hold a full Level 2 qualification
- Candidates must have lived within the EU for the last 3 years
- Candidates should inform Tyro Training of any other course/educational programme they may be currently studying

* Providing the course and assessment is successfully completed within the agreed timescale. In the event of non-completion or early withdrawal, a fee of £100 will be charged by Tyro Training.



**Education & Skills
Funding Agency**

FULL DETAILS ON DISTANCE LEARNING COURSES CAN BE FOUND AT:
WWW.TYROTRAINING.CO.UK | EMAIL: INFO@TYROTRAINING.CO.UK
SKIPTON: 01756 797 266 | SCARBOROUGH: 01723 588 072