

NVQ LEVEL 2

Operational Services for Park Staff



This NVQ is a specially developed work based qualification, suitable for most park employees, whether they are a team leader, a 'practical doer', or they work in reception, administration, retail or leisure. Because each park is different, the qualification offers a very wide choice of optional technical and administrative units, as well as the core essentials of health & safety, teamwork, and customer service.

All candidates have to take the three compulsory units on:

- ▶ Promoting safety
- ▶ Customer Service
- ▶ Working in a team

The candidate must then choose 4 optional units that will include, amongst others

- ▶ Siting caravans
- ▶ Preparing hard standings and paths
- ▶ Grounds maintenance
- ▶ Using and maintaining equipment and machines
- ▶ Keeping the park clean and tidy
- ▶ Organise and improve your team's work
- ▶ Resolve customer service problems
- ▶ Provide a centre reception service
- ▶ Set up, take down and store equipment
- ▶ Process payments for purchases
- ▶ Maintain the safety of swimming pool users
- ▶ Conserving the Park Environment - (taught workshop available)

The NVQ is undertaken at their place of work and candidates are monitored and assessed during regular visits. This NVQ is usually completed over a number of months and is open to all full-time, part-time and seasonal employees.

Train to Gain Funding

Government funding may be available to eligible candidates for this NVQ. Funding contracts are already in place throughout England - Contact Caravan Industry Training to register your interest and check whether a candidate may be eligible.

Course Cost:

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