

# Qualification factsheet

## Qualification overview

The Level 2 Award for Resort Representatives (600/7817/0) has been redeveloped in line with comments made from Ofqual, centres, External Moderators, and learners. The amendments were made to ensure compliance with the Qualifications and Credit Framework (QCF) criteria and Conditions of Recognition, but also to strengthen the unit content and ensure level 2 standards are met. The amendments focus on:

- Health & Safety
- use of relevant documentation
- adding more content to preparing the representative for the holiday season.

This qualification has been redeveloped to provide learners with the underpinning knowledge required to work effectively as a member of a resort team and provide the tools needed to deliver the highest level of standard and service to satisfy even the most difficult holidaymaker.

There have been some new criteria written, for example in Unit 02, these help to strengthen the existing criteria and add to the learning outcomes.

As a result of this work, the total credit of the qualification has increased to 8 from 9 credits (2 credits each for the mandatory units plus one credit for the optional unit). The new NCFE Level 2 Award for Resort Representatives (600/7817/0) consists of 4 mandatory units and 2 optional units. To achieve the qualification, learners are required to successfully complete 4 mandatory units and one optional unit.

<b>Qualification title</b>	NCFE Level 2 Award for Resort Representatives		
<b>Qualification number (QN)</b>	600/7817/0		
<b>Total qualification time (TQT):</b>	90	<b>Guided learning hours (GL)</b>	70
<b>Entry requirements:</b>	Entry is at the discretion of the centre. However, learners should be aged 16 or above to undertake this qualification. Learners may find it helpful if they've already achieved a Level 1 qualification.		

## About this qualification

This qualification is designed to provide the skills, knowledge and understanding required to carry out the role of a Resort Representative. It is ideal for those seeking employment as well as those already working in the industry without formal qualifications.

This qualification will:

- focus on the study of the travel and tourism industry
- offer breadth and depth of study, incorporating a key core of knowledge
- provide opportunities to acquire a number of practical and technical skills.

## Qualification structure

To be awarded this qualification, learners are required to successfully complete 4 mandatory units and 1 optional unit.

### Mandatory units

Unit 01 Investigate employment opportunities for Resort Representatives
Unit 02 Understand the role of a Representative in a resort
Unit 03 Prepare for the start of the holiday season
Unit 04 Manage airport and transport duties

### Optional units

Optional units available for this qualification cover areas such as the role of a Children's Representative and the role of an Entertainment Representative, please refer to the Qualification Specification for more information.

## Assessment

This is a knowledge-based qualification which is internally assessed and externally quality assured.

## Progression opportunities

The objectives of this qualification are to:

- provide skills and knowledge required to work effectively as a Resort Representative
- provide Resort Representatives with the tools to deliver the highest level of standards and service
- enhance the status of Resort Representatives within the travel and tourism industry
- promote good practice in resort representation by setting a common standard which is nationally recognised
- provide a basis for further study and motivation towards career development.

Learners who achieve this qualification could progress to:

- Level 2 Certificate in Introduction to Cabin Crew
- Level 2 Certificate in Aviation Operations on the Ground (knowledge)
- Level 2 Diploma in the Principles of Travel and Tourism
- Level 2 NVQ Diploma in Travel Services
- Level 3 Diploma in Tourist Guiding.



## Contact us

NCFE  
Q6  
Quorum Park  
Benton Lane  
Newcastle upon Tyne  
NE12 8BT

Tel: 0191 239 8000\*  
Fax: 0191 239 8001  
Email: [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk)  
Websites: [www.ncfe.org.uk](http://www.ncfe.org.uk)

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