

## Advanced Certificate: Customer Service with Events

Fife College

### Venues

Levenmouth Campus

### Content

The aim of this course is to provide you with a range of skills and understanding to allow you to work in a range of business, retail and events sectors. The course covers a range of specialisms providing specific knowledge and skill requirements.

You will study: Business formation: an introduction; Business skills and behaviours; Finance and eBusiness; Business formation: developing a business idea; Organisations and management; Contribute to an Event; Event Organisation; Event industry: an overview; Sales mix and effective merchandising; Consumer studies; Effective buying; Stock control; Consumer Law.

### Start Date

September

### Qualification

Other

### Study Method

Full time

### Course Length

1 year

### Department

Tourism, Events and Customer Service

### Entry Requirements

4 subjects at National 5 including English; or Intermediate Certificate: Tourism, Events and Customer Service; or other relevant national qualifications at SCQF Level 5. Interview.

### SCQF Level

6

### Progression Routes

Relevant HNC

## Address

Pittsburgh Road  
Dunfermline  
KY11 8DY

## Website

[www.fife.ac.uk](http://www.fife.ac.uk)