

Course Information Sheet

Ever Dreamed of Working in Visitor Attractions



Unlock your passion for hospitality! This one-day workshop equips you with the skills to launch a rewarding career in visitor attractions.

Course Description:

Have you ever felt inspired by the magic of museums, theme parks, or historical sites? This dynamic one-day workshop provides the key to unlock a fulfilling career in the world of visitor attractions. Through interactive presentations, discussions, and case studies, you'll gain valuable insights into areas like: delivering exceptional visitor experiences, interpreting and presenting information to diverse audiences, engaging storytelling and communication techniques, and the essential operational aspects of visitor attractions. Whether you're a complete beginner considering a career change, a volunteer already passionate about a particular attraction, or a career looking to expand your skill set, this course ignites your visitor attraction career dreams and equips you with the tools to bring them to life.

What will I learn?

- Understanding the visitor attraction industry and its diverse roles
- Creating exceptional visitor experiences - exceeding expectations
- Effective communication and storytelling techniques for engaging audiences
- Interpreting information and presenting it in an accessible way
- The operational aspects of visitor attractions - ticketing, visitor flow, health & safety
- Customer service skills for a positive visitor experience

How will I be assessed?

- **Formative assessment:** Participation in discussions, group activities, and case study analysis will allow for continuous feedback and skill development.
- **Summative assessment:** A short, scenario-based assessment will gauge your understanding of key visitor attraction principles and your ability to apply them in practical situations.

Who is this course for?

This course is designed for anyone with a passion for hospitality and cultural experiences who aspires to work in visitor attractions, including those interested in a career change, volunteers in museums or heritage sites, and carers looking for a meaningful and dynamic work environment.

Progression Opportunities:

Following this course, you can further develop your visitor attraction expertise by enrolling in a variety of programs, such as:

- Level 2 Certificate in Visitor Attraction Operations
- Level 3 Diploma in Cultural Heritage (with a specialism in Visitor Experience)
- Visitor Interpretation Qualification (offered by various awarding bodies)

Career or Job Enhancement Pathways:

This course can be a stepping stone towards various rewarding careers in visitor attractions, such as:

- Visitor Experience Officer
- Museum Guide/Interpreter
- Education and Outreach Officer
- Events and Exhibitions Coordinator

How do I enrol?

The quickest way to enrol is online at www.oucoursesouthwest.co.uk, simply create an account and select 'Enrol now'. Alternatively, if you have any questions, please call our friendly customer service team on 01752 660713.

How will the course be delivered?

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

Will I need to practise outside the classroom?

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

How will I know I'm making progress?

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

What will I need?

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onscoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

