

Education Partnerships UK (EPUK)

International Short Courses

Hospitality & Tourism

BERI is the exclusive partner of EPUK

Hospitality and tourism is a sector that creates hundreds of millions of jobs globally and contributes significant proportions of many countries' GDP. The courses offered, especially in combination with other related areas such as customer care, business, finance, professional development can all contribute to an efficient and effective workforce.

Hotel and Event Management Skillsets

Course Name	Hours
Event Management Logistics and Troubleshooting Certification	0.75
Events Management Certification Level 2	15
Events Management UK Certification	15
Hotel Management Certification Level 3	10
Hotel Reception Administration Certification	0.75
Hotel Reception Certification	10
Travel and Tourism Certification Level 2	10
Kids Party Planner Certification	10

Customer Care Skillsets

Course Name	Hours
Caring for Your Customers' Needs Certification	1
Consumer Rights Awareness Certification	3
Customer Relationship Management	5
Customer Services Certification Level 3	10
Face to Face Customer Service Certification	0.25
Identifying and Exceeding Customer Expectations Certification	2.5
Managing and Improving Customer Service Process Certification	8
Rescuing Difficult Customers Certification	0.5
Complaints Handling Certification	0.75
Customer Care Certification	8
Customer Retention Certification	0.5
Dealing with Customer Complaints Certification	8

Customer Care Skillsets

Course Name	Hours
Helpdesk Support Analyst Certification	0.75
Is the Customer Always Right Certification	3
Meeting and Greeting Customers Certification	0.25
Telephone Customer Services Certification	0.5

Administration Skillsets

Course Name	Hours
Touch Typing Shorthand Certification	7
Business Administration Certification	15
Admin, PA and Secretarial Certification	7.5
Executive Admin and PA Certification Level 3	15
PA Telephone Skills Certification	0.75
Becoming an Executive PA Certification	2.5
Executive Secretarial, Admin and PA Diploma – Accredited (Level 3)	15
Minute Taking Certification	8
Office and Reception Management Certification	15
Organizational Skills for Administrators Certification	0.75
Reception Skills Certification	10
The Effective Secretary Certification	3

Food & Beverage Essentials

Course Name	Hours
Restaurant Hospitality Management Level 2	15
Food Allergen Awareness Certification	3.0
Food Safety Level 1 Certification	3.0
Food Safety Level 2 Certification	3.0
Restaurant Management Certification Level 2	15
Food Safety Cross Contamination Certification	2.5
Food Safety Level 3 Certification	3.0



Food & Beverage Essentials

Course Name	Hours
Food Safety Level 4 Certification	15
Bartending Certification	3.0
How to be a Successful Waiter/Waitress	3.0
Nightclub and Bar Security Certification	3.0

Health & Safety Essentials

Course Name	Hours
Health and Safety Essentials	1.75
Personal Safety Certification	2.5
Health and Safety – Responsibility Certification	3.0
Mental Health Awareness	7.5
Electrical Safety in the Workplace	1.0
Essential Health and Safety in the Workplace (UK)	4.0
Fire Marshall Certification	3.0
First Aid Appointed Person Certification	1.25
Hazard Identification and Risk Control Certification	3.0
Health and Safety for Events Certification	12.0
Health and Safety in the Workplace (UK) Certification	12.0
Basic Fire Safety Awareness Certification	4.0
Coronavirus Awareness Certification	2.5
Equality in the workplace	2.0
Stress Management Certification	2.0
Ergonomics – Steps to Reduce Workplace Related Injuries Certification	2.5
Eye Safety in the Workplace Certification	3.0
Fires and Explosions in the Workplace Certification	1.0
HACCP Certification	2.5
Head Protection Certification	3.0
Health and Safety Basics and Essentials Certification	1.7
Health and Wellbeing Certification	4.0

