



## **Pearson EDI National Award in Cultural and Heritage Venue Operations 3**

**Level 0**

Awarded by **Pearson Education Limited**

Accredited from 05/11/2009 to 28/02/2014

Group award number R047 04

SCQF Credit

n/a

### **Structure**

Candidates must complete 8 mandatory units

### **Mandatory Unit**

1. Provide effective customer service 3
2. Make sure your own actions reduce the risks to health and safety 2
3. Contribute to the control of incidents in the workplace 3
4. Monitor and maintain procedures for using IT and interpretation systems 3
5. Monitor and maintain housekeeping procedures 3
6. Organise events and exhibitions 3
7. Monitor and maintain procedures for accessing, recording and storing information 3
8. Maintain procedures for dealing with financial information 3

For further information please contact:

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