

NCFE



**Hospitality
SWAPs Product
Information Guide**



Sector-based Work Academy Programmes (SWAPs) Overview

A SWAP is a short programme of training lasting up to six weeks and includes three components:

- Pre-employment training
- Work placement opportunity within business
- Guaranteed job interview or assistance with the job application process.

A key strength of SWAPs are their flexibility, enabling programmes to be tailored to local employer, sector and regional needs. In a short timeframe, learners build industry knowledge, practical skills and confidence and quickly progress towards work-readiness.

Hospitality Pathway Overview

This SWAP provides a practical route into food service, catering, and customer-facing hospitality roles.

Sector and Job Roles: Retail & Commercial Enterprise – Catering, Hospitality and Food Service.



Example:

Level 1			
Sector Specific Training	NCFE Level 1 Certificate in Food and Cookery Skills (603/3909/3)	The Level 1 Certificate in Food and Cookery Skills (603/3909/3) is designed for learners with an interest in food and cookery. It will provide learners with experience of using different cooking skills and methods to enable them to use these within further education or apprenticeships.	120 GLH
	Customer Service in the Hospitality Industry (M/505/5255/UNIT)	In this unit the learner will know about the benefits and importance of good customer service. They will be able to communicate with customers in a hospitality environment.	20 GLH
Transferable Skills	Interview Skills (K/502/3615/UNIT) - Level 1	This unit covers to the preparation needed for job interviews and being interviewed and includes finding out more about the recruiting organisation and the role, identifying and preparing for potential interview questions, appropriate dress and language for interviews, speaking and listening skills and getting feedback.	6 GLH
Total			146GLH

146 GLH = 24 hours/week for 6 weeks



Level 2			
Sector Specific Training	NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality (603/2778/9)	The Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality (603/2778/9) is designed for learners who are looking to enter, or progress within, employment in the hospitality sector.	125 GLH
Transferable Skills	Interview Skills (K/502/3615/UNIT) – Level 1	This unit covers to the preparation needed for job interviews and being interviewed and includes finding out more about the recruiting organisation and the role, identifying and preparing for potential interview questions, appropriate dress and language for interviews, speaking and listening skills and getting feedback.	6 GLH
Total			131 GLH

131 GLH = 22 hours/week for 6 weeks

These are selected examples from our portfolio.

There are more units and qualifications available, please contact us for more information.



Supporting Workforce Need

Hospitality remains a high priority sector across MCA/MSAs due to high staff turnover, ongoing vacancies and replacement training demand across catering, food service and customer-facing roles. This SWAP supports rapid entry into the workplace and aligns with national skills priorities for hospitality recovery and growth within the visitor and food economy.

Progression

Participation in our SWAPs supports progression into employment by equipping learners with sector-specific skills, practical experience and direct access to recruitment opportunities.

Through pre-employment training, a structured work placement and a guaranteed interview or support with the employer's recruitment process, learners are well prepared to secure roles in the sector or progress into apprenticeships or further study, such as the [NCFE Level 3 Certificate in Principles of Customer Service \(601/7073/6\)](#).

Further Information

For further information on SWAP delivery please visit the government's [Employer Guide](#).

Get in touch:

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