

NCFE



**Warehousing,
Logistics & Facilities
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.

Warehousing, Logistics & Facilities Pathway Overview

This SWAP provides job-ready skills for in demand skills across warehousing, logistics, facilities and customer-centred operational roles. Its purpose is to support entry into the workplace through practical employability skills, sector awareness and progression into operational pathways.

Sector and Job Roles: Retail, Warehousing & Logistics, Contact Centres, Facilities and Public Services.





Example:

Level 1			
Sector Specific Training	NCFE Level 1 Certificate in Warehousing and Storage (601/7284/8)	The primary purpose of this qualification is to provide learners with a pre-employment route as well as a foundation for those already working in the logistics sector.	107 GLH
Transferable Skills	NCFE Level 1 Award in Health and Safety Awareness (600/5207/7)	This qualification is designed for a wide range of learners who want to develop their knowledge and understanding of health and safety.	18 GLH
Total			125 GLH

125 GLH = 21 hours/week for 6 weeks

Level 2			
Sector Specific Training	NCFE Level 2 Certificate in Contact Centre Operations (600/1292/4)	This qualification provides learners with the knowledge and understanding required for customer service and operational roles within contact centre environments, supporting progression into employment across customer-focused sectors.	93 GLH
Transferable Skills	NCFE Level 1 Award in Employability Skills (601/4680/1)	This qualification aims to develop and enhance skills required for the working environment and improve learners' confidence and communication skills in order to prepare them for employment or for a change in employment.	36 GLH
Total			129 GLH

129 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

Aligned to core DWP SWAP objectives, this programme supports ongoing vacancies and workforce demand across logistics, warehousing and facilities roles, including regional priorities linked to 'Good Work' commitments. It also reflects sustained national demand for adult skills provision within operational sectors.

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 2 Certificate in Warehousing and Storage \(600/1344/8\)](#).

Further Information

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

Get in touch:

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