NOCN Hospitality Skills Bootcamp

Bootcamp overview

Skills Bootcamps are part of the Government's Lifetime Skills Guarantee, designed to help adults gain skills that are in demand by employers. Funded through the Department for Education (DfE) and co-ordinated locally by the Greater London Authority (GLA), these flexible, employer-responsive courses provide learners with access to high-quality training that leads directly to a guaranteed job interview or further progression. Bootcamps are intensive, fast-paced training programmes designed to quickly develop practical, job ready skills in a specific area.

This 12-week Hospitality Skills Bootcamp is designed to prepare learners for employment in the dynamic and customer-focused hospitality sector, an industry offering a wide range of entry-level opportunities and progression routes. It is ideal for individuals new to the sector, those returning to work, or career changers aiming to develop industry-specific skills. The bootcamp contains regulated NOCN Level 2 qualifications and units, developed in collaboration with industry partners to reflect current employer expectations.

The programme includes essential topics such as professional behaviour, customer service excellence, teamwork, and front-of-house operations. Learners also gain practical insight into hospitality environments that supports real-world application.

These targeted bootcamps are particularly well-suited to individuals looking to upskill, retrain, or meet entry requirements for further training or employment within the hospitality sector. Learners can choose to complete one or progress through multiple bootcamps to broaden their skillset.

Structure & Content:

Components	Ofqual Reference	Total qualification time	Guided learning hours
Customer Service Skills.	J/505/4628	n/a	16
Food Safety in Catering.	601/1157/4	10	9
Promote Additional Products and/or Services to Customers.	L/506/2133	n/a	14
Process information about customers.	R/506/2134	n/a	14
Provide Reception Services.	H/506/1814	n/a	15
Employability Skills – (3 modules) Personal Branding for Career Success, High Impact CV's, Interview excellence	n/a	n/a	8
Entry guidance There are no formal entry requirements for this bootcamp.	**Funding** MCA/GLA/Central funding available.		**Total GLH** 76

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Content Overview

This 12-week Hospitality Skills Bootcamp provides learners with a comprehensive introduction to the core values, knowledge, and practical skills required to work effectively in hospitality environments. The programme is structured around key Level 2 NOCN regulated qualifications and units, supporting progression into employment, further training. This ensures learners gain recognised credentials and are well-prepared for roles across the sector or for advanced study.

The curriculum is organised into four key thematic phases, followed by a work-readiness and personal development component:

1. Introduction to Hospitality and Personal Effectiveness
2. Customer Service in Hospitality
3. Basic Food Service or Front-of-House Tasks
4. Employability Skills

In the final phase, learners consolidate their learning and prepare for entry into the hospitality workforce. Learners complete employability activities such as CV writing, interview preparation, teamwork, and communication. These components are an NOCN Assured Course and prepare learners for job applications, career readiness, and working effectively with others in teams.

Components of the Adult Social Care Bootcamp

- 1 x regulated qualification NOCN Level 2 Award in Food Safety in Catering
- 4 x regulated units from NOCN Level 2 qualifications.
- Employability Skills – Personal Branding for Career Success, High Impact CV's, Interview excellence
- This bootcamp equips learners with transferable, work-ready skills valued by employers in the hospitality sector.

Delivery

The bootcamp spans approximately 12 weeks, combining various instructional methods:

- **Classroom Sessions**: Covering theoretical aspects of the bootcamp.
- **Practical Workshops**: Hands-on learning
- **E-Learning**: The Employability Skills course is delivered through our e-learning modules
- **Self-Study**: Supplementary materials and resources for independent learning.

Assessment

Learners on the Hospitality Skills Bootcamp will be assessed through a portfolio of evidence, a structured collection of work demonstrating achievement of the learning outcomes and assessment criteria for each component.

This portfolio approach allows learners to reflect on and apply their knowledge in a range of formats, supporting deeper understanding and inclusive assessment methods.

The portfolio may consist of a mix of the following types of evidence:

- Written assignments and structured workbooks
- Reflective journals or accounts of practice
- Case studies and scenario-based tasks
- Question and answer sessions
- Professional discussions (recorded or written)
- Witness testimonies (from tutors or employers during practical tasks or role plays)
- Simulated tasks (e.g. safeguarding procedures or IPC demonstrations).

Employability Skills

- Internally set and internally assessed by the Centre.

Progression opportunities

Completion of the Hospitality Skills Bootcamp provides learners with strong foundational knowledge and skills that support multiple progression pathways, including direct entry into employment or further training. Possible opportunities include:

Employment Opportunities

- Front-of-House Assistant
- Receptionist or Guest Services Assistant
- Hospitality Team Member
- Food and Beverage Assistant
- Café Assistant
- Hotel Porter or Concierge

NOCN Hospitality Skills Bootcamp

Who are we?

NOCN Group is an educational charity whose core aims are to help learners reach their potential and organisations thrive. The group includes business units specialising in regulated UK and international qualifications, End Point Assessment, Access to Higher Education, assured short courses, SMART job cards, assessment services, consultancy and research.

We influence: We work closely with regulators and governments to influence policy decisions affecting the sector on behalf of the providers we serve.

We specialise: Our subject matter experts create learning content tailored to meet the future needs of the sectors we operate in.

We care: We aim to work in partnership with our customers, offering support and training to ensure an excellent learner experience.

Get in touch

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