

Leicester City Council Neighbourhood Improvement Sector Based Work Academy Programme (SWAP) level 1

Course Overview

This sector-based work academy programme (SWAP) is for anyone (19+) who is interested in working for Leicester City Council as a Neighbourhood Improvement Operative on a 30-hour, 8-month fixed term contract. The job role includes physical work in all weathers improving public areas in Leicester and are linked to Leicester City Council Housing Department. The programme is made up of:

1. pre-employment training - matched to the Neighbourhood Improvement Operative position.
2. work experience placement with Leicester City Council - a great opportunity for you to demonstrate you're the right person for the post.
3. a guaranteed job interview, subject to successful completion of the training and work experience.

The City Council is looking to recruit 10 Neighbourhood Improvement Operatives on a 30 hour, 12 month fixed term contract. This is an amazing opportunity for anyone with or without previous experience. This programme is only available from Leicester College and applicants must apply via Job Centre. Applications from all genders are welcome. Excellent time-keeping skills are essential for this opportunity. You must be committed to complete the whole programme, Monday - Friday (9 am - 4 pm).

What you will learn

During this programme, you will take part in a variety of different learning activities including supported online learning, classroom teaching, discussion, research including watching short clips and practical demonstrations where you will be able to achieve a range of qualifications, for example:

1. Classroom-based: Customer Service Award level 1
2. Conflict Resolution Award level 1
3. Team Motivation Award
4. Skills for Employability
5. Creating a Tailored Curriculum Vitae level 1
6. Preparation for a Recruitment Interview level 1
7. Building Confidence and Self Esteem level 1
8. Online learning: Employment Rights, Contracts and Pay Award level 1
9. Health and Safety for the Workplace
10. Recognising and Supporting Equality and Diversity at Work level 1

This is only an example of a few of the qualifications you will gain, you will be offered many other qualifications (level 1 and level 2) depending on your interest, learning ability, and career needs.

Entry Requirements

You must have achieved an English qualification at entry level 3 or above. If you have any concerns regarding your literacy level, please contact us.

Course Fees

Fee concessions: You will not be required to pay a fee for this course if you are in receipt of one of the following benefits: Universal Credit, JSA or ESA (Employment and Support Allowance Work-Related Action Group). Evidence of benefits will be required on the application.

Course Progression

On completion of this award, your tutor will be able to provide advice and guidance on other programmes. These might include alternative programmes e.g. Functional Skills English, maths or IT. This qualification will support anyone to gain employment by improving their confidence by gaining new skills and qualifications. For more detailed advice and guidance about future steps, you can make an appointment with one of our qualified careers advisers who can support you to find the most suitable career path for you and to make the most of your skills and qualifications.

What Happens Next

Apply online via the college website. You will be contacted to come into college if required, or you will be sent a conditional offer according to the entry requirements for the course. You will then be invited to enrol for your chosen course of study. For applications via JCP, please let your work coach know. Subject to individual eligibility and type of benefit, the vast majority of courses are FREE to people in receipt of an employment-related benefit JSA, Universal Credit or ESA (Employment and Support Allowance).

Course Details

Course Code	M00038
Start Date	28/05/2026
Study Hours	Part Time
Duration	6 weeks
Campus	City Skills Centre
Level	M

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