



Department
for Work &
Pensions

HOSPITALITY SKILLS PASSPORT: EMPLOYER INFORMATION

Unlocking talent and building the future of our industry

Are you looking for motivated, work-ready people who can grow with your business?



Recruiting and retaining the right people has never been more challenging. The Hospitality Skills Passport is an industry led solution. Accredited by OCN London, brought to you by UKHospitality, the wider industry and Wirral Works, the Passport sets a clear entry standard that works across the breadth of our industry.

The programme lasts up to 6 weeks and is designed for people who are on welfare and looking for work in hospitality. It is delivered by colleges and providers who are approved centres, and follow a specified programme to give us consistent learner outcomes nationally, with external quality assurance from OCN London.

By supporting the Hospitality Skills Passport, you'll be part of a national movement to professionalise our industry, raise standards, and attract new talent into rewarding careers.

Employer Benefits

- Join hundreds of employers already working with approved centres to deliver the Passport
- Save an average of **£2,500** per hire by meeting candidates who are work-ready and motivated
- Access people trained in the entry level knowledge, skills and behaviours we value in new recruits, who have practical experience working alongside industry professionals during their training, who are passionate, motivating and inspiring
- Support changing perceptions of hospitality as a flexible, progressive career with genuine opportunities to grow

Hospitality is one of the UK's largest industries. The Skills Passport will give us real insight into who is joining our industry to help us better attract, retain, and develop our talent.

What is the Hospitality Skills Passport?

The Hospitality Skills Passport is a nationally recognised digital credential confirming that candidates understand the core knowledge, skills and behaviours needed across front-of-house, kitchen, and service roles. It provides employers with a consistent benchmark for entry-level recruitment, reducing training duplication and ensuring our new people can contribute from day one.

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Next Steps

Contact wirralworks@wmc.ac.uk to access information on programmes right to your business.



Find out more by visiting
wmc.ac.uk/employers/wirral-works



What People Are Saying?

“This programme creates a clear and supported pathway into hospitality for local people who want to work, while giving employers direct access to motivated, job-ready candidates. By working together, we can support individuals to build sustainable careers and help employers recruit from a growing, local talent pool.”

- Mathew Ryan, Wirral Met College.

The UK Hospitality Passport programme has been a resounding success. It’s been fantastic to see participants grow in confidence and gain real skills that are directly relevant to our local hospitality sector. The collaboration between East Kent College and our employer partners has created a powerful pathway into work, and we’re already seeing the positive impact on participants’ lives.”

- Nicholas Gurr, DWP Recruitment Specialist.

Together, we are redefining what it means to work in hospitality, to open doors for people, to strengthen and grow our hospitality businesses, and truly shape the future of our industry

