

LEISURE TEAM MEMBER APPRENTICESHIP STANDARD

Standard Code ST0390
Course Level 2
Work based
Funding Level £5000
Duration 21mths including EPA

Course Description

The leisure industry employs over 300,000 people in leisure facilities across the country and plays a vital role in improving public health. The role of the leisure team member is to support, enhance and deliver the day to day operations and services of a leisure/fitness facility. Working as part of a team, it is the responsibility of the leisure team member to undertake a range of operational duties such as assisting with the opening and closing of the facility, undertaking routine maintenance of equipment and maintaining the cleanliness and safety of the environment. Alongside these operational functions they ensure programmed activities and services are available for customers. They act as a Lifeguard, Swimming Teacher, Gym Instructor and Group Activity Leader.

In a typical working day, they may perform all of these roles in one shift, for example: Open or close the facility, welcome customers, deliver a gym induction, run a group exercise session, teach a swimming lesson, clean the facility, walk the gym floor, prepare the sports hall for a sports activity (for example badminton) and deliver the session. At all times they offer excellent customer service as they are the first point of contact for customers, responsible for answering queries and dealing with straightforward complaints. They have excellent product knowledge and signpost customers to appropriate activities, achieving additional sales. They maintain accurate records and promote activities using the facilities IT systems. Customers can be wide ranging, for example a four-year-old learning to swim, the teacher or parent supporting them, a gym user training to complete their next half marathon or an elderly person using the facility for their over 50's social club.

This means they need a sound understanding of individual and group needs, including an understanding of how to maintain a safe and inclusive working environment in keeping with health and safety, safeguarding and equalities legislation. The role requires empathy, professionalism and an ability to work flexibly. The leisure team member reports to the duty manager and will typically cover a seven-day week on a rota basis resulting in shifts that may include weekends, early mornings, evenings and public holidays. Job titles include,

recreation assistant, recreation supervisor, leisure attendant, leisure assistant, leisure professional.

Alongside their operational duties there are five key areas of work all leisure team members will cover; leisure and fitness operations, lifeguard duties, swimming teaching duties, gym instruction and leading group activities.

Off the Job Training

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will also need to have Level 2 Maths and English (GCSE at Grade 4/C or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

Knowledge, Skills and Behaviours

KNOWLEDGE

- The businesses organisational structure, its vision, values, missions and goals.
- How own area of work and that of colleagues contributes to achieving business targets.
- The Sports and Leisure activities, products and services offered by the leisure facility, and how to match them to different types of customers' needs.
- How to assemble, dismantle and store different types of equipment both simple and complex ranging from badminton nets to trampolines and powered equipment.
- Key legal and regulatory requirements within the leisure industry. e.g. Health and Safety, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR),

Control of Substances Hazardous to Health (COSHH), Safeguarding and Protecting Children.

- How technology is used in the industry e.g. front of house systems, IT systems, cash handling procedures, social media, digital channels.
- How exercise plays a role in improving public health and the impact of a sedentary lifestyle on physical and mental wellbeing.
- How to work with people from a wide range of age groups, backgrounds, cultures and abilities and with different needs and motivations and how to support them in the safe use of sports and fitness activities which support customer retention, product sales and a long-term improvement in the customer's lifestyle. Know how and when to refer customer feedback/questions to colleagues.
- How to perform all the duties of a swimming teacher including; develop water confidence, core aquatic skills, safety and technical skills across a range of participants of different abilities from non-swimmer to advanced. Support with the promotion and awareness of swimming opportunities and supervise and lead swimming teachers' assistants.
- How to perform all the duties of a lifeguard to; work as part of a team to provide safe supervision of swimmers and prevent accidents. How to intervene providing rescues and life saving techniques when necessary.
- How to perform all of the duties of a gym instructor including; induction processes, conducting, client consultations, assessment and review and health screening. Use underpinning knowledge of anatomy, physiology, human movement and biomechanics and applying fitness training techniques. Planning, reviewing and delivering safe and effective gym-based exercise programmes with individuals and small groups.
- Basic coaching and motivational techniques such as how to plan for group activity sessions, lead group activity sessions and adapt to variations in ability.

SKILLS

- Work in a team to support peers and colleagues to meet the goals of the business.
- Communicate (written, verbal) accurately and effectively and in line with legal requirements. E.g. Information on products and accident reporting procedures.
- Undertake the operational housekeeping of the leisure facility. For example, assembling, dismantling, routine maintenance and storage of equipment. Cleaning tasks. Opening and closing procedures, including evacuation. Safe set up of equipment and activities.
- Monitor customer use of equipment and ensure their safety, intervening as necessary.
- Comply with the legal requirements to ensure the safety, security and well-being of all colleagues and customers within the facility, such as Equality Act, HSE Act, COSHH, RIDDOR, Safeguarding and Protecting Children, Data Protection, BSI and European guidelines relevant to the environment, first aid regulations.
- Use IT including front of house system, social media and digital channels.
- Perform all the duties of a swimming teacher including; delivering swimming lessons that develop water confidence, core aquatic skills, safety and technical skills across a range of participants of different abilities from non-swimmer to advanced. Promoting and raising awareness of swimming opportunities. Supervising and leading swimming teachers' assistants.

- Perform the duties of a lifeguard including; working as part of a team to provide safe supervision of swimmers and prevent accidents. How to intervene providing rescues and life saving techniques when necessary.
- Perform all of the duties of a gym instructor; including; conducting, gym inductions, client consultations, assessment and review and health screening. Use underpinning knowledge of anatomy, physiology, human movement and biomechanics and applying fitness training techniques. Planning, reviewing and delivering safe and effective gym-based exercise programmes with individuals and small groups.
- Plan activity sessions using techniques that are suitable for the participant(s) and their goals.
- Undertake pre-activity screening and health and safety checks when leading group sessions/classes.
- Lead groups using appropriate communication methods and instructing styles and apply suitable group management techniques when instructing participants.

BEHAVIOURS

- Proactively support the organisation's visions and values.
- Carry out activities and organise own work in a professional manner, e.g. time keeping, attendance, personal appearance.
- Be mindful and respectful of the safety of self and all others by always putting safety first.
- Take a friendly and outgoing approach and enjoy talking, empathising and interacting with others, and communicating in line with business needs.
- Demonstrate pride in own role through a consistently positive and professional approach with an ongoing commitment to self-development.
- Demonstrate problem solving skills and the use of own initiative.
- Demonstrate a positive outlook, responding in a timely, positive and helpful manner to enquiries, complaints and compliments.

Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme. To ensure that we can support you to meet these, we will complete an in-depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners which include:

- One to one coaching from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio. Case studies and in College course days as and when required for each learner.
- Job shadowing and mentoring.
- Formal review of progress every 12 weeks.
- Employer led in house training.
- Independent learning and research as directed by the assessor/instructor.

End Point Assessment

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, merit, pass or fail.

End-Point Assessment includes:

Observation with questions: Observation of Practical Activities with questioning.

Professional discussion underpinned by a portfolio of evidence:

Qualifications

Apprentice will complete the following approved qualifications:

- IQL Level 2 Award in Pool Lifeguarding.
- A Swim England Level 2 in Teaching Swimming or A STA level 2 Certificate in Teaching Swimming.
- A Level 2 Certificate in Fitness or Gym Instruction awarded by; 1st4sport qualifications, Active IQ, Innovate Awarding, NCFE, VCTC or YMCA Awards.
- A Level 3 certificate in First Aid (to be taken either as a stand-alone qualification or as a separate part of the IQL Level 2 Award in Pool Lifeguarding).

Progression

On successful completion of this apprenticeship the Leisure Team member will be eligible to become an affiliate member of the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

Fees

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.30 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at employers@lincolncollege.ac.uk

Business Benefits

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).