

# apprenticeship FRAMEWORK

## Leisure Operations and Leisure Management

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

For any previous versions of this framework: [www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)

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# Leisure Operations and Leisure Management

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# Framework information

## Information on the Issuing Authority for this framework:

SkillsActive

The Apprenticeship sector for occupations in sports coaching, active leisure, hairdressing and beauty (also includes fitness, stewarding, outdoors, playwork and sporting excellence).

Issue number: 5	<b>This framework includes:</b>
Framework ID: FR03875	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: DD/MM/YYYY	<b>This framework is for use in: Wales</b>

## Short description

This framework is aimed at those individuals who wish to work in operational roles in leisure and recreation facilities ranging from leisure and recreation centres to caravan and holiday parks.

The recommendation is that this framework is completed in a minimum duration of 12 months.

# Contact information

## Proposer of this framework

SkillsActive has developed this framework in consultation with key employer groups.

## Developer of this framework

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# Revising a framework

## Why this framework is being revised

This framework has been revised to ensure all qualifications offered within this framework are up to date and available in Wales for delivery.

## Summary of changes made to this framework

### Amendment 1/11/23

Level 3 Certificate in Leisure Management 600/2516/5 has expired and replace with 1st4sport Level 3 Diploma in Leisure Management C00/4878/6 – added as an additional Knowledge qualification.

### End of Amendment 1/11/23

## Qualifications removed

The following qualifications have been removed from the framework:

- Pearson BTEC Level 2 Certificate in Leisure Operations 600/8597/6
- Pearson Edexcel Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services 501/0439/1
- VTCT Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services 600/1392/8
- NCFE Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services 600/1327/8
- Pearson Edexcel Level 3 NVQ Diploma in Leisure Management 600/1818/5
- NCFE Level 3 NVQ Diploma in Leisure Management 600/3042/2
- OCR Level 3 NVQ Diploma in Leisure Management 600/2865/8
- City& Guilds Level 3 NVQ Diploma in Leisure Management 600/2822/1
- Pearson BTEC Level 3 Certificate in Leisure Management 600/1813/6
- City& Guilds Level 3 Certificate in Leisure Management 600/3012/4
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NCFE Level 3 Certificate in Leisure Management 600/2729/0

- OCR Level 3 Certificate in Leisure Management 600/2863/4
- City& Guilds Level 2 Award in Employment Awareness in Active Leisure and Learning

500/6581/6

- CACHE Level 2 Award in Employment Awareness in Active Leisure and Learning 600/1331/x
- OCR Level 2 Award in Employment Awareness in Active Leisure and Learning 600/2422/7

## Qualifications added

The following qualifications have been added from the framework:

- Focus Awards Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services 601/4887/1
- Focus Awards Level 2 Certificate in Leisure Operations 601/5374/x
- IAO Level 2 Certificate in Leisure Operations 601/3692/3
- Focus Awards Level 3 NVQ Diploma in Leisure Management 601/4889/5
- Focus Awards Level 3 Certificate in Leisure Management 601/5377/5
- HABC Level 2 Award in Employment Awareness in Active Leisure and Learning 600/4477/9
- Focus Awards Level 2 Award in Employment Awareness in Active Leisure and Learning 601/4968/1

## Qualifications that have been extended

N/A

# Purpose of this framework

## Summary of the purpose of the framework

### Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

This framework is aimed at those individuals who wish to work in operational roles in leisure and recreation facilities ranging from leisure and recreation centres to caravan and holiday parks.

### Aims and objectives of this framework (Wales)

The active leisure, learning and well-being sector as a whole had an estimated UK gross value added (GVA) output of £8.7 billion in 2008, accounting for 0.9% of the whole UK economy. The SkillsActive sector impacts on tourism, events, retailing, manufacturing and construction, and outperformed the UK four-fold in direct employment from 1999 to 2004. The Gross Value Added (GVA) output of sport, fitness, the outdoors and the caravan industry in Wales in 2008 equalled £225 million, accounting for 0.9 per cent of total Wales output.

Estimates suggest that the SkillsActive sector employs up to 31,800 people in Wales, this figure includes playwork and National Caravan Council (NCC) estimates. The workforce in Wales accounts for four per cent of the sector's UK employment. Sport, fitness and the outdoors is by far the largest of the sub-sectors, accounting for 62 per cent of sector GVA and 71 per cent of employment. The caravan industry is the second largest sub sector, accounting for 38 per cent of GVA, and 15 per cent of employment. GVA output for the Caravan Industry in Wales accounts for 10 per cent of total UK output, twice the proportion of the UK economy



which Wales represents. In Wales, the Caravan Industry employment has grown by a third between 2004 and 2007, when it reached 4,400.

The provision of recreational, sport and fitness facilities is a key element in the drive to improve the active lifestyles of individuals across all strata of the population. As outlined in *Creating an Active Wales*, regular engagement with physical activity has additional benefits to the wider economy. The report highlights that those who are physically active have as much as a 50 per cent reduced risk of developing major health related diseases in later life. Improvements to the number of people engaged in physical activity could therefore have long term bearings on health expenditure. Estimates suggest that physical inactivity costs the Welsh economy around £650 million per year.

There were 324 clubs in Wales in 2010 according to the FIA State of the Industry report, valued at £135m, equivalent to 4 per cent of the value for the UK as a whole. With regard to business start-up, figures from the Fitness Industry Association's 'State of the UK Fitness Industry' report suggest that around eight public and private facilities opened between 2009 and 2010 in Wales. The sector has seen growth since 2007 of around 11 per cent or 33 additional facilities (nine private and 24 public). Club membership in Wales stands at 330,000 with an average of 1,000 members per club. This is lower than average membership per club across the UK, which may be accounted for lower concentrations of population in Wales.

Across the UK, the private clubs comprise 54 per cent of all clubs and attract 61% of members. In Wales this proportion is different with privately owned clubs, including those located in hotel premises, accounting for a mere 40 per cent of all facilities open to the public, attracting an almost identical proportion of members at 41 per cent. This means that there is a far greater reliance on public provision of health and fitness sector services in Wales than there is in England.

Within the caravan industry, global drivers affect UK holiday taking, with the advent of budget airlines encouraging affordable access to foreign cities and holiday destinations. The National Caravan Council predicted that there would be an extra two million caravan holidays in 2009, taking the number to 14 million, as a result of people seeking better value holidays at home. The Welsh Health Survey 2009 suggests that around 57 per cent of adults are classified as overweight or obese (21 per cent are obese). Additionally, Wales records the highest levels of childhood obesity compared with the other Home Countries at 19 per cent. There is continued commitment to improve participation in sport and physical activity in Wales. *Creating an Active Wales* is the Welsh Assembly Government's plan for improving levels of physical activity in Wales (launched in 2009). The report outlines the need to increase participation in physical activity to ensure improvements in health and wellbeing and sets out a range of targets to increase activity levels.

Recreation and leisure assistants are those responsible for operating and maintaining these types of facilities. They ensure the cleanliness of the building, and will undertake regular

checks to ensure that standards of safety, environmental control and hygiene are maintained during opening hours. They may supervise the use of facilities, assemble/disassemble equipment and maintain the continuity of events.

Overall, this occupational group accounts for around 28 per cent of the SkillsActive workforce in Wales. In comparison to other home countries, it is important to note that Wales records the highest proportion of operational services roles, 28 per cent, compared with other Home Countries (18 per cent in England and 15 per cent in Scotland, 18 per cent UK). Typically, this type of job role has a high proportion of young workers. Across the UK, 58 per cent of the SkillsActive's workforce working as operational staff are aged between 16 to 24 years old, compared with 13 per cent across the economy as a whole and 29 per cent across the SkillsActive workforce. However, operational staff working in caravan parks are likely to fall within a higher age range.

Customer handling, team working and technical and practical skills have been identified by 17 per cent of the employers in the sector as skills that are lacking or need improving among their operational services staff. Communication, Health and Safety and first aid skills were also cited as skills needed by operational services staff.

Leading employers in this sector have identified the following strategy that will ensure the sector remains relevant to the Government policy aims and wider community needs:

- To migrate the sector from being 'fitness' specialist to be more relevant to everyone in the community
- To be more relevant to more people regardless of age, culture or gender
- To be an integral part of the national health and wellbeing strategy
- To become community activity hubs

The achievement of these goals, as stated by these employers, is dependent on the following:

- Up-skilling the 85% of workforce who do not benefit from a defined skills and career strategy
- Ensuring graduates are employer ready
- Ensuring 'soft skills' are a focus for training
- Ensuring there is a comprehensive training syllabus for all employees
- Creating a single qualification structure
- Clearly defining roles and career paths

In order to deliver this, employers in the leisure operations and management sector require more clarity when it comes to the key qualifications that support their workforce. The Operational Services apprenticeships programme will provide this clarity through a defined route to employment in the sector, and a foundation for progressing within it. The generic skills gaps that have been identified in this sector e.g. customer handling, technical and practical skills, communication, team working and problem solving, are addressed in the programme. Additionally, the technical knowledge and skills required in the Recreation Assistant role are

also provided for.

The Operational Services apprenticeship programme will provide individuals with the skills, knowledge and competencies required to deliver high level customer care, coupled with the technical ability to operate and maintain the facilities their customers visit. It will serve to sign-post potential entrants to the industry, along with giving those in employment the skills basis for developing their careers within the sector. The programme will also support the employer aims of improving the soft skills of their workforce, and identifying a unified qualification structure that can be adopted by the broad industry.

This framework will also contribute to the priorities of the Welsh Assembly Government set out in Skills That Work for Wales (2008) in particular:

**Preparing Young People for the Future by:**

- Developing a combination of technical occupational skills and generic work related skills.
- Providing a pathway from school and the Welsh Baccalaureate to employment.
- Requiring apprentices to obtain an understanding of the sector and its career pathways so that they can make informed choices about their future.

**Investing in Apprenticeships by:**

- Providing a comprehensive suite of apprenticeship frameworks, of which this is one, covering all of the main occupations in the active leisure and learning sector.
- Providing a framework that meets the requirements of the Specification of Apprenticeship Standards for Wales, that can integrate with the Welsh Baccalaureate and help end the separation between vocational and academic qualifications.
- Supporting the implementation of new QCF qualifications included in the framework.

**Getting the basics right by:**

- Supporting learners, who have not achieved basic skills during their schooling to obtain literacy, numeracy and ICT skills with Essential Skills Wales accreditation. This will help reduce the 25 per cent of adults in Wales who do not have Level 1 literacy skills and the 53 per cent who do not have Level 1 numeracy skills.

# Entry conditions for this framework

The **Foundation Level Apprenticeship in Leisure Operations** is designed for those individuals who are either already employed in the sector and wish to gain new knowledge and skills or who are looking to enter the sector and further develop their knowledge and skills to progress their careers. The framework is also suitable for those wishing to change career after having worked in a different sector.

The **Apprenticeship in Leisure Management** is designed for those who already work in the sector and wish to gain new knowledge and skills to continue their professional development as well as for those who wish to enter the sector in a supervisory/managerial role. The framework is also suitable for those wishing to change career after having worked in a different sector.

It is good practice that apprentices are interviewed by both their employer and training provider and undergo a centre devised initial assessment, testing their literacy and numeracy skills as well as their attitude to the workplace and customers.

Potential apprentices should have a positive, motivating, can do attitude and be willing to work both as part of a team or on their own. They should be motivated to succeed in the industry and be willing to work shifts, sometimes unsociable hours and travel between sites.

Potential apprentices are expected to have the skills to work with and motivate a variety of different clients they will work with. Apprentices might also need to undergo police checks for example when working with vulnerable adults and children. At an Advanced Level, Apprentices are expected to show the ability to develop outstanding managerial and customer services skills.

Apprentices will be given the opportunity to gain literacy and numeracy qualifications alongside their industry related skills and qualifications.

It is not a mandatory part of this framework to achieve ICT qualifications, although Apprentices are encouraged to take every opportunity to broaden their skills base.

# Level 2

Title for this framework at level 2

## Foundation Apprenticeship in Leisure Operations

Pathways for the framework at level 2:

Pathway 1: Leisure Operations

# Level 2, Pathway 1: Leisure Operations

## Description of this pathway

### Leisure Operations

Apprentices completing this programme will achieve a minimum of 56 credits made up of the components of this framework.

- 20 credits for competence - Level 2 NVQ Certificate in Active leisure learning and well-being Operational Services
- 18 credits for knowledge - Level 2 Certificate in Leisure Operations
- 12 credits for transferrable skills - 6 credits per transferrable skill
- 6 credits for ERR - Level 2 Award in Employment Awareness in Active Leisure and Learning

### Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the framework requirements detailed earlier in the document.

<b>Job title(s)</b>	<b>Job role(s)</b>
Recreation / Leisure Assistant	Responsibility for the cleaning, preparation and general safety of areas in a sport and recreation facility. Assisting customers
Recreation / Leisure Attendant	Responsibility for the cleaning, preparation and general safety of areas in a sport and recreation facility. Assisting customers
Groundsperson	Responsibility for cutting grass, maintaining plantings, tree and bush pruning, composting, keeping related tools and machinery in good working order.
Park Receptionist	Responsibility for telephone duties, handling bookings, booking in customers, handling questions and problems, taking payments
Maintenance Operative	Basic repairs and maintenance of facilities and equipment, including park vehicles and machinery
Park Operative	Any practical park tasks as required including basic repairs and maintenance, also moving/siting caravans

# Qualifications

## Competence qualifications available to this pathway

### C1 – Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	501/0797/5	1st4sport	20	145	N/A
C1b	501/0174/2	Active IQ	20	145	N/A
C1c	501/0475/5	IAO	20	145	N/A
C1d	600/0491/5	YMCA Awards	20	145	N/A
C1e	6014887/1	Focus Awards	20	145	N/A

## Knowledge qualifications available to this pathway

### K1 – Level 2 Certificate in Leisure Operations

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/8246/x	Active IQ	18	118	N/A
K1b	600/7983/6	1st4sport	18	118	N/A
K1c	600/8280/x	YMCA Awards	18	118	N/A
K1d	601/3692/3	IAO	18	111	N/A
K1e	601/5374/x	Focus Awards	18	111	N/A



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## Combined qualifications available to this pathway

N/A

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## Relationship between competence and knowledge qualifications

All knowledge qualifications offered in this framework are common unit qualifications based on National Occupational Standards for leisure operations.

All qualifications offer the same mandatory units to provide the underpinning knowledge to the competence qualification (identical but offered by a variety of awarding organisations):

- Understanding the Active Leisure and Learning Sector
- Understanding Employment Rights and Responsibilities
- Customer care and diversity in active leisure
- Health, safety, security and welfare in active leisure
- Developing self in an active leisure job role
- Teamwork in active leisure

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?** YES

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

[Enter alternative grade/level requirements and reasons here.]

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

[Enter alternative grade/level requirements and reasons here.]

### Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES**  **NO**

### Digital Literacy (ICT)

**Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).**

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement?** **YES**  **NO**

# Progression routes into and from this pathway

## PROGRESSION INTO THIS PROGRAMME

There are no pre-defined entry routes, however learners wishing to progress into this apprenticeship programme could come from a variety of backgrounds with a variety of qualifications.

These might include diplomas, GCSEs, Welsh Baccalaureate qualifications, A levels or vocational training routes such as Work Based Learning Pathways or other vocational qualifications and work experience.

Learners can also progress into this apprenticeship if they are already employed in the sector and wish to develop their knowledge and skills to progress their careers.

Learners can also progress into this programme from employment in a different sector as a career change.

## PROGRESSION FROM THIS PROGRAMME

On completion of this apprenticeship, learners can progress onto the Apprenticeship in Leisure Management or any other level 3 programmes.

Learners can also progress onto a variety of vocational qualifications offered by private providers or Further Education colleges allowing them to gain further knowledge in any of our subsectors.

Please also check the SkillsActive Careers site for further information on progression opportunities and more detailed information on available job roles in the sector.

[www.skillsactive.com/careers](http://www.skillsactive.com/careers)

## CERTIFICATION

On completion of all components of this apprenticeship programme and meeting the full framework requirement, learners, or training providers/employers on the learners' behalf and authorized by the learner, must apply to the relevant Certifying Body to request the overarching apprenticeship certificate. For further information on this process please check the Apprenticeship Certification Wales (ACW) website on [www.acwcerts.co.uk](http://www.acwcerts.co.uk)

## UCAS points for this pathway:

N/A

# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES**  **NO**

## Delivery and assessment

In the Active Leisure and Learning sector the employee rights and responsibilities requirement of the apprenticeship programme will be met by all apprentices completing an externally assessed and verified qualification covering all nine national outcomes listed below:

- Employer and employee statutory rights and responsibilities under Employment Law
- Procedures and documentation in their organisation which recognises and protects their relationship with their employer/ Health and Safety and Equality and Diversity training must be an integral part of the apprentice's learning programme;
- The range of sources of information and advice available to on employment rights and responsibilities.
- The role played by this occupation within the organisation and industry;
- Types of career pathways open to the apprentice
- Types of representative bodies and understands their relevance to their industry and organisation and their main roles and responsibilities
- How and where to get information and advice on the industry, occupation, training and career The organisation's principles and codes of practice
- Issues of public concern that affect the organisation and industry

It is a mandatory outcome of the apprenticeship programme that all apprentices complete one of the qualifications listed below covering all nine of the national outcomes of the employee rights and responsibilities listed above:

- YMCA Awards Level 2 Award in Employment Awareness in Active Leisure and Learning 500/6534/8
- 1st4sport Level 2 Award in Employment Awareness in Active Leisure and Learning 500/7337/0
- VTCT Level 2 Award in Employment Awareness in Active Leisure and Learning 500/7393/x
- Active IQ Level 2 Award in Employment Awareness in Active Leisure and Learning

500/7367/9

- IAO Level 2 Award in Employment Awareness in Active Leisure and Learning  
500/7237/7
- Edexcel Level 2 Award in Employment Awareness in Active Leisure and Learning  
500/9273/X
- NCFE Level 2 Award in Employment Awareness in Active Leisure and Learning  
501/1810/9
- IQ Level 2 Award in Employment Awareness in Active leisure and Learning 600/4709/4
- HABC Level 2 Award in Employment Awareness in Active Leisure and Learning  
600/4477/9
- Focus Awards Level 2 Award in Employment Awareness in Active Leisure and Learning  
601/4968/1

Please note that all of the above qualifications account for 6 credits towards the framework

Evidence of achievement of ERR will be a copy of the achievement certificate for one of the above listed qualifications.

# Level 3

Title for this framework at level 3

## Leisure Management

Pathways for the framework at level 3:

Pathway 1: Leisure Management

# Level 3, Pathway 1: Leisure Management

## Description of this pathway

### Leisure Management

Apprentices undertaking this programme will achieve a minimum of 67 credits made up of the components of this framework.

- 39 credits for competence - NVQ Diploma in Leisure Management
- 16 credits for knowledge - Level 2 Certificate in Leisure Management
- 12 credits for Transferrable skills - 6 credits per transferrable skill

## Entry requirements for this pathway in addition to the framework entry requirements

There are no further entry requirements in addition to those listed earlier in the main entry requirements for the framework.



Job title(s)	Job role(s)
Club Manager/Duty Manager	Responsible for day to day operation of the leisure facility. Ensures health and safety of staff and customers. Ensures allocation and supervision of staff to provide the highest standard of service.

# Qualifications

## Competence qualifications available to this pathway

### C1 – Level 3 NVQ Diploma in Leisure Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/1446/5	Active IQ	39	234	N/A
C1b	600/1911/6	YMCA Awards	39	234	N/A
C1c	600/2517/7	1st4sport	39	234	N/A
C1d	601/4889/5	Focus Awards	41	224	N/A

## Knowledge qualifications available to this pathway

### K1 – Level 3 Certificate in Leisure Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/1266/3	Active IQ	16	111	N/A
K1b	600/2516/5	1st4sport	16	111	N/A
K1c	600/5163/2	YMCA Awards	16	111	N/A
K1d	601/5377/5	Focus Awards	16	281	N/A

### K2 – Level 3 Diploma in Leisure Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	C00/4878/6	1 <sup>st</sup> 4sport	41	217	N/A

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## Combined qualifications available to this pathway

N/A

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## Relationship between competence and knowledge qualifications

Both competence and knowledge qualifications are common unit based qualifications therefore they consist of the same unit content. Essentially the exact same qualifications offered by a variety of Awarding Organisations. Any combination of competence and knowledge qualification is acceptable.

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?** YES

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

### Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES**  **NO**

### Digital Literacy (ICT)

**Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).**

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement?** **YES**  **NO**

# Progression routes into and from this pathway

## PROGRESSION INTO THIS ADVANCED PROGRAMME

There are no pre-defined entry routes , however learners wishing to progress into this apprenticeship programme could come from a variety of backgrounds with a variety of qualifications. These might include diplomas, GCSEs, A levels or vocational training routes such as Young Apprenticeships or intermediate level apprenticeships, such as the Intermediate Level Apprenticeship in Leisure Operations.

This apprenticeship can provide a progression opportunity for apprentices on an intermediate level programme as well as progression for those already working in the sector.

This advanced programme is also suitable for those who wish to change their careers and retrain to enter the sector at this level.

## PROGRESSION FROM THIS ADVANCED PROGRAMME

On completion of this programme, apprentices can work in leisure and recreation facilities in managerial roles, holding one of the following titles depending on the actual centre setting: duty manager, centre / club manager, assistant centre manager, leisure facilities manager. Leisure managers can cover a wide selection of roles ranging from managing staff, managing facilities and services.

Apprentices from this programme can also progress onto a variety of Further Education or Higher Education courses studying subjects such as Events Management, Marketing, Business, Management and Leadership or Human Resources Management.

Please also check the SkillsActive Careers site for further information on progression opportunities and more detailed information on available job roles in the sector.

<http://www.skillsactive.com/careers>

## UCAS points for this pathway:

N/A

# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES**  **NO**

## Delivery and assessment

In the Active Leisure and Learning sector the employee rights and responsibilities requirement of the apprenticeship programme will be met by all apprentices completing an externally assessed and verified qualification covering all nine national outcomes of the employee rights and responsibilities listed below:

- Employer and employee statutory rights and responsibilities under Employment Law
- Procedures and documentation in their organisation which recognises and protects their relationship with their employer/ Health and Safety and Equality and Diversity training must be an integral part of the apprentice's learning programme
- The range of sources of information and advice available to on employment rights and responsibilities  
The role played by this occupation within the organisation and industry
- Types of career pathways open to the apprentice
- Types of representative bodies and understands their relevance to their industry and organisation and their main roles and responsibilities
- How and where to get information and advice on the industry, occupation, training and career
- The organisation's principles and codes of practice
- Issues of public concern that affect the organisation and industry

For this apprenticeship framework, the above listed outcomes are covered within the competence qualifications as the following units:

- Understanding the Employing Organisation
- Understanding the Active Leisure and Learning Sector
- Understanding Employment Rights and Responsibilities

These units covering the nine national outcomes of the employee rights and responsibilities will be delivered, assessed and evidenced as part of the NVQ Diploma in Leisure Management.

Evidence of achievement will be a copy of the NVQ Diploma in Leisure Management certificate clearly marking the above listed units as ERR.

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# How equality and diversity will be met

Apprenticeships in our sector aim to promote diversity, equal opportunity and inclusion by offering a high quality learning experience.

The delivery of this programme must be in a setting free from prejudice and discrimination where all learners can contribute fully and freely and feel valued.

The selection and recruitment of apprentices to the programme must be inclusive and available to all people regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, and sexual orientation (protected characteristics of Equality Act 2010).

## **ISSUES, BARRIERS AND ACTIONS**

The health and recreation industry is made up of nearly 6000 private and public health clubs and recreational facilities.

The majority of the workforce are members of staff who work on the gym floor. As a result of the current economic situation, a possible barrier to entering the fitness industry is the fact that disposable income has considerably reduced in most households, therefore members of the public are more cautious about spending money on health club membership. There is notably a competitive spirit amongst health clubs offering shorter commitment periods, reduced joining /membership fees and competitive rates for group exercise sessions.

Unfortunately the current economic climate has also caused a drop in pay increases and reduced support in training and development due to the cost involved. However, an apprenticeship programme like this can contribute to continuous professional development and support for health and recreation facilities staff, by ensuring that those interested in entering the sector or are already employed in the sector are given the opportunity to gain and develop their knowledge and skills despite the current economic difficulties.

63% of the workforce is female and although they have a presence across all roles, this decreases as the roles become more senior. Having an intermediate level apprenticeship programme on offer in health and recreational facilities makes it possible for all members

of staff to develop their skills and knowledge. Therefore this framework can contribute to encouraging more women to develop their skills and the fact that an advanced level programme is available in both fitness and leisure management will enable them to progress their careers and fill more senior roles in the near future.

The health and recreation workforce is predominantly white at 92.5% with the remaining 7.5%

split between other minorities. By having an open access, prejudice and discrimination free recruitment process to our apprenticeship programmes, we are encouraging anyone interested from any race, religion and ethnicity to enter the sector, and in this way we can make a small contribution to trying to ensure the ethnicity balance will improve over a period of time. |

# On and off the job training

## Summary of on- and off-the-job training

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures. The amount of on the job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on the job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim 5 per cent or more hours towards the on the job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include customisation.

Training providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a CQFW (Credit and Qualifications Framework Wales) recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

### Previous attainment

For apprentices who have already achieved the relevant qualifications, they must have been certificated no earlier than 6 months prior to the date the learner was registered on the programme. The number of training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off the job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, providing the total number of off the job hours for this framework can be verified for apprenticeship certification.

### Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised. For further details please see QCF Guidance on Claiming Credit. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF "Recognition of Prior Learning" procedures and the hours recorded may then count towards the off the job hours required to complete the apprenticeship.

For apprentices with prior uncertificated learning experience, the off the job learning must have been acquired within 2 years of application for the Foundation Apprenticeship Certificate or the apprentice must have been continuously employed in the relevant job role in the industry for a minimum duration of 3 years.

## **Foundation Apprenticeship in Leisure Operations**

Apprentices completing this framework have to achieve a total of 398 hours containing both on and off the job training hours. The framework is advised to be completed within 12 months.

The 398 total training hours for this framework is made up of the components of this framework as follows:

- training hours associated with the competence qualification (145 training hours)
- training hours associated with the knowledge qualification (118 training hours)
- training hours associated with the employee rights and responsibilities qualification (45 training hours)
- training hours associated with the transferable skills qualifications (90 training hours -45 training hours per skill)

## **Apprenticeship in Leisure Management**

Apprentices completing this framework will have to achieve a total of 495 hours containing both on and off the job training hours. This framework is advised to be completed in 18 months.

The 495 total training hours for this framework is made up of the components of this framework as follows:

- training hours associated with the competence qualification (234 training hours)
- training hours associated with the knowledge qualification (111 training hours)
- =training hours associated with additional mentoring type activities (60 training hours)
- training hours associated with the Transferrable Skills qualifications (90 training hours - 45 training hours per skill)

The first year total training hours for this framework is set at 330 hours. |

## **Off-the-job training**

[Off the job training is defined as time for learning activities away from normal work duties.

## **Foundation Apprenticeship in Leisure Operations**

For this framework the minimum amount of off the job training is set at 219 hours over the duration of this framework which is recommended to be completed within 12 months.

This is made up of the following components of the framework:

- part of the knowledge qualification (94 training hours)
- transferable skills (90 training hours)
- part of the Employee rights and responsibilities qualification (35 training hours)

## **Apprenticeship in Leisure Management**

For this framework the minimum amount of off the job training hours is set at 239 hours over the total duration of this framework which is recommended to be completed within 18 months.

This is made up of the following components of the framework:

part of the knowledge qualification (89 training hours)  
transferrable skills (90 training hours)  
additional mentoring type activities (60 training hours)

The first year total off the job training hours will be set at 159 hours for this framework.

### **How this requirement will be met**

This requirement will be met via debriefing sessions, supervision, team sessions, shift handovers and activities similar to the above listed where the learner / apprentice is away from the pressures of the workplace and / but are supported and mentored by fellow workers and management and completion of the knowledge qualification and Essential Skills assessment.

The provider will be required to gather evidence of this achievement where it occurs outside of formal certification of a qualification.

We propose that this will be evidenced through apprentices holding an Active Passport, which is an online skills passport supported by leading employers and training providers. It allows learners to easily build and maintain a verified record of their skills, qualifications and achievements and keeps track of individuals progress and commitment to their career and professional development.

For more information and guidance on active passports, providers and employers can visit the active passport website [www.activepassport.com](http://www.activepassport.com) and also contact SkillsActive.

### **On-the-job training**

On the job training is defined as skills, knowledge and competence gained within normal work duties.

### **Foundation Apprenticeship in Leisure Operations**

For this framework the minimum amount of on-the-job training is 179 hours over the duration of this framework which is recommended to be completed within 12 months.

This is made up of the following components of the framework:

- competence qualification (145 training hours)
- remainder of the knowledge qualification (24 training hours)
- remainder of the employee rights and responsibilities qualification (10 training hours)

### **Apprenticeship in Leisure Management**

For this framework the minimum amount of on-the-job training is 256 hours over the duration of this framework which is recommended to be completed within 18 months.

This is made up of the following components of the framework:

- Competence qualification (234 training hours)
-

Remainder of the knowledge qualification (22 training hours)

The first year total on the job training hours will be set at 171 hours for this framework.

### **How this requirement will be met**

This requirement will be met by the apprentices delivering their daily job roles, gaining technical experience as well as time acquiring knowledge and skills to achieve the competence requirement set out by the apprenticeship programme / framework.

The provider will be required to gather evidence of this achievement where it occurs outside formal certification of a qualification.

We propose that this could also be evidenced through apprentices holding an Active Passport, which is an online skills passport supported by leading employers and training providers. It allows learners to easily build and maintain a verified record of their skills, qualifications and achievements and keeps track of individuals progress and commitment to their career and professional development.

For more information and guidance on active passports, providers and employers can visit the active passport website [www.activepassport.com](http://www.activepassport.com) and also contact SkillsActive. |

# Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

[Enter Qualification Names]
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## Improving own learning and performance

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

## Working with others

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

## Problem solving

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

# apprenticeship FRAMEWORK

For more information visit-  
[www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)