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Llywodraeth Cymru  
Welsh Government

# 2303 Welsh Apprenticeship Pathway

in

## Leisure Operations & Leisure Management

The content of this pathway has been agreed by People 1<sup>st</sup>. This is the only apprenticeship pathway in the Travel, Tourism and Leisure sector approved for use in Wales that is eligible for Welsh Government funding.

More Information can be obtained from:

FEAD DfES • Ty Afon  
Bedwas Rd • Bedwas  
Cf838WT

DfES-ApprenticeshipUnit@gov.wales  
Gwefan • website: [www.llyw.cymru](http://www.llyw.cymru)  
[www.gov.wales](http://www.gov.wales)

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## **LEARNING PROGRAMME CONTENT**

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications,
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 2 Pathway Leisure Operations is 56 credits

The total minimum credit value required for the Level 3 Pathway Leisure Management is 53 credits

## **ENTRY REQUIREMENTS**

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.

### **Level 2: Leisure Operations**

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 are looking to enter the sector and further develop their knowledge and skills to progress their careers.

The Pathway is also suitable for those wishing to change career after having worked in a different sector.

### **Level 3: Leisure Management**

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 Pathway is also suitable for those wishing to change career after having worked in a different sector.

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.

## APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)

### Level 2: Leisure Operations

#### Qualifications

Participants must achieve the following competence and knowledge qualifications below.

Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Active IQ	C00/0233/2	20	200	Competence	English only

Level 2 Certificate in Leisure Operations					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Active IQ	C00/0543/8	18	180	Knowledge	English Only

#### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Leisure Operations	Level	Minimum Credit Value
Communication	1	6
Application of Number	1	6
Digital Literacy	N/A	N/A

#### On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Leisure Operations	179	219

On/Off the Job Qualification details (Minimum Credit & Hours)

Apprentices completing this programme will achieve a minimum of 56 credits / 398 hours made up of the components of this pathway.

20 credits for competence & 18 credits for knowledge

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 1 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 1 Essential Skills Wales Application of Number

### Level 3: Leisure Management

#### Qualifications

Participants must achieve the following competence and knowledge qualifications or the combined qualification below.

Level 3 NVQ Diploma in Leisure Management					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Active IQ	C00/0346/4	39	390	Competence	English Only

and

Level 3 Certificate in Leisure Management					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Active IQ	C00/0346/2	16	160	Knowledge	English Only

or

Level 3 Diploma in Leisure Management					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
1st4sport	C00/4878/6	41	41	Combined	English Only

Please see [Annex 1](#) for the relationship between the competence and knowledge units within the combined qualifications.

## Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 3: Leisure Management	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6
Digital Literacy	N/A	N/A

## On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3: Leisure Management	256	239

### On/Off the Job Qualification details (Minimum Credit & Hours)

Apprentices undertaking this programme will achieve a minimum of 67 credits / 495 hours made up of the components of this pathway.

39 credits for competence & 16 credits for knowledge

### On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

## OTHER ADDITIONAL REQUIREMENTS

None

## JOB ROLES

The latest version of the job roles and job descriptions for this Pathway can be found [here](#)  
[Link to summary/Platform](#)

## PROGRESSION

**Level 2: Leisure Operations**

### **Progression into this Pathway**

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

### **Progression from this Pathway**

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.

## **Level 3: Leisure Management**

### **Progression into this Pathway**

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 Pathway**

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.

## **EQUALITY & DIVERSITY**

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.

The Protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

Apprenticeships in the Travel, Tourism and Leisure 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.

#### ISSUES, BARRIERS AND ACTIONS

The health and recreation industry is made up of nearly 6,000 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 pathway can contribute to encouraging more underrepresented groups 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 Black, Asian and Minority Ethnic workforce. 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.

## **EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)**

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 years -18 year group) receive a company induction programme.

## **RESPONSIBILITIES**

It is the responsibility of the Training Provider / Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships



Guidance.

**Further information may be obtained from:**

Welsh Government  
**DfES-ApprenticeshipUnit@gov.wales**

## **Annex 1: Level 3 Diploma in Leisure Management**

Please see link below for qualification specification containing relationship between competence and knowledge units:

[Qualification Specification Template \(1st4sport.com\)](#)