

Level 2 Apprenticeship in Learning and Wellbeing Operational Services

**Support Active Lifestyles | Develop Front-Line Skills |
Promote Community Wellbeing**

This apprenticeship is ideal for individuals working in sport, leisure, and wellbeing roles who are seeking to build their vocational competence and contribute to healthier communities.

The course equips learners with essential operational knowledge and practical experience across active leisure environments, enabling them to support others through physical activity, customer service and workplace safety.



About the Apprenticeship

This programme is tailored for front-line staff such as pool attendants, recreation assistants, and facility operatives, who play a vital role in delivering safe, inclusive, and high-quality leisure services.

- **Duration:** Typically 15 months
- **Delivery:** Work-based learning, tutor-led sessions, and on-the-job practical development
- **End-Point Assessment:** Ongoing assessment of competence, coursework, and qualification achievement

What You Will Learn

- **Leisure Operations and Service Delivery** – Gain operational understanding of maintaining facilities, supporting customers, and ensuring health and safety compliance.
- **Customer Service in Active Leisure Settings** – Develop communication skills and support diverse customer needs in a professional manner.
- **Wellbeing Promotion Through Activity** – Contribute to programmes that encourage physical activity and support public health.
- **Workplace Communication and Numeracy** – Achieve Level 1 in Application of Number and Communication (unless already accredited).
- **Understanding Employment in the Leisure Sector** – Learn about industry roles, responsibilities, and progression opportunities.

Who is it for?

- Pool attendants and facility staff
- Sport and recreation assistants
- Entry-level employees in leisure and wellbeing roles

Career Progression

- Move into supervisory roles within leisure centres or wellbeing services
- Progress to Level 3 qualifications in sports leadership or health improvement
- Build a long-term career in the active leisure and wellbeing sector

