

Level 3 Apprenticeship in Leisure Duty Management

**Lead Day-to-Day Operations | Deliver Customer
Service Excellence | Manage Leisure Facilities**

This apprenticeship is ideal for individuals who want to make a difference in people's lives by supporting their physical, mental, emotional and social wellbeing.

Learners will build the skills and confidence to work effectively in wellbeing-related roles, helping individuals navigate services, manage health needs and engage in healthier lifestyles.



About the Apprenticeship

This programme is ideal for current or aspiring duty managers, facility supervisors, or front-of-house leaders in leisure environments of all sizes and types.

- **Duration:** Typically 15 months
- **Delivery:** Work-based learning, management experience, and guided development

What You Will Learn

- **Front-Line Leisure Operations** – Oversee the delivery of services such as swimming, fitness, and indoor sports, ensuring health and safety compliance.
- **Staff Supervision and Team Leadership** – Support and manage staff to maintain standards, meet customer needs, and drive team performance.
- **Customer Service in Leisure Settings** – Deliver exceptional service and respond effectively to customer enquiries, feedback, and complaints.
- **Facility Management and Daily Procedures** – Manage scheduling, resource use, equipment, and cleanliness to maintain a professional facility.
- **Functional Skills in English and Maths** – Achieve Level 2 Functional Skills in English and Maths (if not already attained).

Who is it for?

- Team leaders or assistants in leisure environments
- Staff ready to take on operational management responsibilities
- Individuals passionate about customer service, safety, and community health

Career Progression

- Progress into senior roles such as Leisure Centre Manager or Operations Manager
- Advance into Level 4 leadership or sports facility management qualifications
- Specialise in areas such as health and safety, customer experience, or staff training

