

Level 2 Apprenticeship Team Member

**Support Operations | Deliver Great Service | Keep
Leisure Safe and Active**

This apprenticeship provides the skills and confidence to work effectively in leisure centres, gyms, and swimming pools. Learners will develop practical abilities in customer service, safety, and equipment maintenance, while gaining the knowledge needed to support day-to-day operations.

Employers benefit from adaptable, well-trained staff who can work confidently across multiple areas, ensuring safe, efficient, and welcoming leisure environments.



About the Apprenticeship

Designed for activators, community coaches, sports leaders, and outreach workers, this programme prepares individuals to deliver meaningful and accessible activity sessions in a variety of community settings.

- **Duration:** Typically 12 months
- **Delivery:** Work-based learning, on-the-job training, and professional development

What You Will Learn

- **Customer Service in Leisure** – Deliver excellent service to members and visitors.
- **Health & Safety** – Maintain safe working practices in gyms, pools, and activity areas.
- **Equipment Maintenance** – Check, clean, and store equipment to ensure readiness and safety.
- **Teamwork and Communication** – Work effectively with colleagues across departments.
- **Operational Support** – Assist in opening, closing, and maintaining leisure facilities.

Who is it for?

- Staff working in leisure centres, gyms, or swimming pools
- New employees entering the sport, leisure, or fitness industry
- Individuals wanting to build skills in customer service and facility operations

Career Progression

- Move into roles such as Lifeguard, Fitness Assistant, or Recreation Assistant
- Progress to Level 3 Leisure Duty Manager or Personal Trainer qualifications
- Gain valuable experience across the sport and active leisure sector

