

LEVEL 2

CUSTOMER SERVICE APPRENTICESHIP

SPORTS & FITNESS SECTOR



COPA, in partnership with UpSkillNI, is proud to deliver a **Level 2 Customer Service Apprenticeship tailored to the sports and fitness sector.**

This 6 month programme equips learners with the essential customer service skills, knowledge and behaviours required to deliver outstanding customer experiences in modern leisure and fitness environments



ADDITIONAL QUALIFICATION INCLUDED

Learners will also achieve:

LEVEL 2 CERTIFICATE IN FITNESS INSTRUCTING (RQF)

This additional qualification provides practical skills and knowledge in gym-based exercise, helping learners support and guide customers to achieve their fitness goals safely and effectively.



LEARNER BENEFITS

- ✓ Gain a recognised Level 2 Customer Service qualification
- ✓ Develop essential skills for a successful career in sports and fitness
- ✓ Achieve an additional fitness instructing qualification
- ✓ Learn in a real working environment while you earn
- ✓ Build confidence, knowledge and practical experience



EMPLOYER BENEFITS

- ✓ Develop a motivated, skilled and customer-focused team member
- ✓ Improve customer satisfaction and retention
- ✓ Strengthen your workforce with nationally recognised qualifications
- ✓ **Receive an Employer Bonus when the learner successfully completes the apprenticeship**

PROGRAMME INFORMATION



DURATION

6
Months



WORK COMMITMENTS

Minimum
21 hours a week



ENTRY REQUIREMENTS

Grade D or above
in Maths, English & ICT



SECTOR FOCUS

Sports & Fitness
Industry



OUTCOME

Level 2 Customer service
Level 2 in Fitness Instructing

Invest in your future, Build a Stronger Team



BETTER SERVICE STRONGER PEOPLE HEALTHIER FUTURES