

LEVEL 3

CUSTOMER SERVICE APPRENTICESHIP

SPORTS & FITNESS SECTOR



COPA, in partnership with UpSkillNI, is proud to deliver a Level 3 Customer Service Apprenticeship tailored to the sports and fitness sector.

This 8 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 have two options:

Level 3 Diploma in Exercise Referral (RQF)

or

Level 3 Diploma in Personal Training (RQF)

Choose a Specialist qualification that provides practical skills and knowledge to support and guide customers in their fitness or rehabilitation goals.



LEARNER BENEFITS

- ✓ Gain a recognised Level 3 Customer Service qualification
- ✓ Develop advanced skills for a supervisory role in sports and fitness
- ✓ Gain a specialist level 3 fitness qualification
- ✓ Learn in a real working environment while you earn
- ✓ Boost career prospects in the leisure and fitness industry



EMPLOYER BENEFITS

- ✓ Develop a highly skilled and customer-centric team leader
- ✓ Enhance customer satisfaction and loyalty
- ✓ Strengthen your workforce with nationally recognised qualifications
- ✓ **Receive an Employer Bonus when the learner successfully completes the apprenticeship**

PROGRAMME INFORMATION



DURATION
8 Months



WORK COMMITMENTS
Minimum
21 hours a week



ENTRY REQUIREMENTS
Grade C or above
in Maths, English & ICT
Level 2 Fitness Qualification



SECTOR FOCUS
Sports & Fitness
Industry



OUTCOME
Level 3 Customer service
Level 3 Fitness qualification

Invest in your future, Build a Stronger Team



BETTER SERVICE STRONGER PEOPLE HEALTHIER FUTURES