

Leisure Duty Manager (18 months)

The Leisure Duty Manager programme develops your skills to oversee the day-to-day operation of leisure facilities, including swimming pools, fitness suites, sports halls, children's play areas, and outdoor sports spaces. Duty Managers prepare facilities for activity programmes while ensuring high standards of safety, cleanliness, security, and efficiency.

You will provide visible leadership to teams such as lifeguards, receptionists, fitness staff, sports coaches, and crèche workers, focusing on performance management and staff development. Leisure Duty Managers also promote customer well-being by encouraging active lifestyles, enhancing the customer experience, and meeting the needs of diverse community groups. You will play a vital role in maintaining standards, managing systems, and ensuring compliance with policies, procedures, and financial regulations.

Learner programme (18 months):

Module Number	Module Title	Module Outcome
Module 1	Personal Development	You will develop self-awareness and reflect on your leadership style, creating an action plan to support your ongoing professional growth.
Module 2	Front Line People Management (Leading a Leisure Operation Team)	You will learn how to lead, motivate, and inspire diverse teams working across different areas of a leisure facility.
Module 3	Front Line People Management (Managing Performance)	You will understand how to set objectives, monitor staff performance, and provide constructive feedback to maintain high operational standards.
Module 4	Front Line People Management (Recruitment)	You will gain the skills to effectively recruit, select, and onboard new staff to meet organisational needs and ensure team success.
Module 5	Customer Service	You will explore how to deliver exceptional customer experiences, ensuring services are inclusive, accessible, and aligned to customer expectations.
Module 6	Leisure Facility Management	You will learn how to manage the day-to-day operation of leisure facilities, ensuring they are safe, clean, secure, and ready for use.
Module 7	Business Support (Organisation Brand & Values)	You will understand how to represent and uphold your organisation's brand, values, and customer promise in all aspects of service delivery.
Module 8	Business Support (IT Collaborative Partnerships)	You will develop confidence in using IT systems to support scheduling, bookings, communication, and operational reporting.
Module 9	Financial Responsibility Planning and Leading Enrichment Activities	You will gain knowledge of budgeting, cost control, and financial procedures to support efficient facility management.
Module 10	Legal & Compliance	You will understand key legislation and compliance requirements relating to health and safety, safeguarding, employment, and facility operations.
Module 11	Manage a Project (Planning)	You will learn how to scope, plan, and resource a project that supports business objectives within a leisure setting.
Module 12	Manage a Project (Implementing & Evaluating)	You will put project plans into action, evaluate outcomes, and reflect on lessons learned to improve future performance.
Module 13	End Point Assessment Preparation	You will prepare for your final assessment with dedicated guidance, ensuring you're confident in demonstrating the knowledge and skills gained throughout the course.

Our Partners:



How the programme is delivered:



Off the job requirements:


Off-the-job training is a mandatory part of apprenticeships in England, requiring apprentices to dedicate 6 hours per week if working 30 hours or more, or 20% of their working hours if working less than 30 hours. This time is spent learning new skills, knowledge, and behaviours directly relevant to their role and apprenticeship. The aim is to enhance understanding and mastery of their profession.

This training can be delivered in various ways and does not always require leaving the workplace. It can occur at the usual place of work as long as it focuses on learning or improving the skills, knowledge, and behaviours required for the apprenticeship programme.


Examples of Good Practice in Off-the-job Training:

- > **Workshops or Masterclasses:** In-depth, structured sessions where experts share valuable insights on topics like leadership or safety protocols.
- > **Online Learning Modules:** Flexible e-learning that allows you to complete relevant courses or modules at their own pace.
- > **Shadowing and Mentoring:** Observing senior colleagues or experienced professionals to gain broader industry and role insights.
- > **Project Work:** Working on projects that align with learning goals, such as developing new initiatives or improving workplace processes.
- > **Attending Industry Events or Conferences:** Opportunities to learn about new trends, innovations, and ideas by attending relevant seminars or conferences.
- > **External Courses or Qualifications:** Enrolling in courses that add to your knowledge base, such as management skills or industry certifications.
- > **Group Learning Sessions:** Peer discussions where you can share experiences and solutions, enhancing learning through different perspectives.
- > **Role Plays:** Simulated scenarios that help you practice handling real-life situations, developing both technical and soft skills.

End Point Assessment (3 months):



Work Based Project
(2,000-3,000 words)



Presentation with Questioning
(40 minutes)

What qualifications and professional recognition they will receive:

- > Level 3 Leisure Duty Manager
- > Level 3 Pool Plant Operator
- > Level 3 First Aid at Work
- > Entry Manager Member of CIMSPA (Chartered Institute for the Management of Sport and Physical Activity)
- > Maths & English Functional Skills (if required)

Eligibility and who is it for?

The Leisure Duty Manager Apprenticeship is ideal for current or aspiring duty managers responsible for the day-to-day operation of a leisure facility. You must be in a role that allows you to lead teams and oversee activities such as fitness, swimming, children's programmes, or customer services.

You will need at least a grade C/4 in Maths and English by the end of the assessment, but if you do not already hold these qualifications, they will be provided at no cost during the programme.

Costs

The program is fully funded by the employer, so there is no cost to you; you just need to be employed with the company and paid at least the apprenticeship minimum wage when you start.

Contact us:

✉ hello@future-training.co.uk

🌐 www.future-training.co.uk



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