



# Level 3 Leisure Duty Manager

This qualification is ideal for those looking to build practical management skills within the leisure industry whilst gaining a recognised qualification in their workplace. Individuals develop confidence in leading teams, managing daily operations, and making decisions in fast-paced environments. The apprenticeship builds skills in communication, problem solving, customer service, health and safety, and operational planning, while also developing an in-depth understanding of business, compliance, finance and performance management.

**A Leisure Duty Manager will acquire a diverse set of competencies, including:**

## Knowledge Development

- How to open, prepare and close a multi-functional leisure facility, including specific areas
- The importance of performance managing staff and wider teams using SMART principles
- How to recognise customer profiles and cater for specific needs
- Implementing quality assurance systems and procedures
- How to use information technology to identify opportunities to enhance operations
- Revenue and protection during shifts including all cash handling procedures

## Skills Enrichment

- Ensure the leisure facility is fully operational and staff and equipment are resourced
- Apply and adapt own leadership style to different situations and people
- Manage all customer comments and complaints quickly and effectively, with a clear resolution
- Perform regular audits and evaluations to monitor and review facility compliance with legislation
- Manage and support budgets, sales targets and financial key performance indicators
- Analyse and interpret financial reports, determining actions where appropriate

# Functional Skills

Maths and English qualifications are an integral element of the apprenticeship standards.

These are implemented by Haddon Training's dedicated Functional Skills team and will be delivered either as individual or group sessions, depending on the learner's requirements. Functional Skills in maths and English for those aged 16-18 years old are a mandatory part of apprenticeships in England unless learners already hold a qualification in these areas at the required level. For learners aged 19 and over, Functional Skills are optional.

Functional Skills	
Learners will need to complete:	
English	Level 2
Maths	Level 2

## Qualification Overview

To undertake the Leisure Duty Manager apprenticeship, applicants should hold a First Aid at Work certificate or National Pool Lifeguard qualification (NPLQ), and a Level 3 Pool Plant Operator certificate prior to entry. To achieve the Level 3 Leisure Duty Manager qualification, the learner must complete:

- All mandatory modules.
- All core behaviours.
- The Apprenticeship Assessment, in which all components must be passed.

The apprenticeship is awarded through the successful completion of an Apprenticeship Assessment. This consists of:

- A work-based project set by the Awarding Body (NCFE). The apprentice will have at least two months to undertake, complete and submit their project.
- A presentation and Q & A session, based on their personal development.
- A professional discussion to provide the opportunity to demonstrate the relevant knowledge, skills and behaviours learnt throughout the qualification.

The qualification will take a minimum of 12 months to complete (plus 3 months to complete assessment), dependent on a learner's prior knowledge and skills recorded on a skill scan and individual learning plan.

## Mandatory Modules Overview

Knowledge and skills outline
Leisure facility management
Front line people management
Customer service
Legal and compliance
Business support
Financial responsibility

## Core Behaviours

### Personal and employability skills

Curious: Displays an eagerness to learn and understand why / how things work

Decisive thinker: Not afraid to make decisions, explaining and standing by them

Skilled influencer: Able to influence customers and colleagues in positive ways

Driven to deliver: Seeking to achieve agreed standards every day

Collaborative: Willing to work with and co-operate with a diverse workforce

Personally credible: Truthful with customers and colleagues with fair treatment

Role Model: Leads and inspires through great communication and teamwork

For an in-depth view of the knowledge, skills, behaviours for the Business Administrator apprenticeship, please visit: <https://tinyurl.com/LeisureDutyManager>

\*Please note employers will be assessed before the qualification commences to ensure that they can meet the requirements of any chosen pathway listed above. Please discuss your options further with our team to find out more.

## Progression

For those in a suitable role, there are further options available including:

- Level 4 Learning and Skills Mentor
- Level 5 Operations Leader

Upon completion individuals will also be eligible to become a Member of the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA), opening further opportunities for professional recognition and career development.

