

# Leisure Team Member

☆ Level 2    £ £5,000    🗓 18 months

## 1. What the role entails

The role of a leisure team member is to support, enhance and deliver the day-to-day operations and services of a leisure/fitness facility. Working as part of a team, it is the responsibility of the leisure team member to undertake a range of operational duties. Leisure team members will offer excellent customer service because they are the first point of contact for customers, they will be responsible for answering queries and they will also deal with straightforward complaints. Alongside their operational duties, there are five key areas of work all leisure team members will cover: leisure and fitness operations, lifeguard duties, swimming teaching duties, gym instruction and leading group activities.

## 2. On-programme assessments

Apprentices will typically spend 18 months on-programme and undertake the minimum required off-the-job training as per the ESFA funding rules. Apprentices must spend at least 12 months on-programme. Before entering Gateway, the apprentice must complete the following on-programme requirements:

- English and maths qualifications in line with the apprenticeship funding rules
- IQL Level 2 Award in Pool Lifeguarding
- Level 2 Certificate in Fitness or Gym Instruction awarded by; 1st4sport qualification, Active IQ, Innovate Awarding, NCFE, VCTC or YMCA Awards
- Level 2 Certificate in First Aid (to be taken either as a stand-alone qualification or as a separate part of the IQL Level 2 Award in Pool Lifeguarding)
- Swim England Level 2 in Teaching Swimming or an STA Level 2 Certificate in Teaching Swimming
- a Portfolio of Evidence to underpin the Professional Discussion.

### 3. Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and the apprentice. The apprentice should only enter Gateway once the employer is content that the apprentice is working at or above the level of the occupational standard.

The apprentice must also have completed all the on-programme elements before they enter Gateway, including submitting a Portfolio of Evidence to support the Professional Discussion.

### 4. End-point assessment

**The end-point assessment (EPA) for Leisure Team Member contains two methods of assessment as outlined below:**

#### Professional Discussion (supported by a Portfolio of Evidence)

The apprentice will be able to describe to the Independent End-Point Assessor (IEPA) their role and their rationale for the knowledge, skills and behaviours (KSBs) evidenced in the Portfolio of Evidence, using real-life examples to demonstrate competence. Apprentices are expected to be able to converse with customers, so this is a valid assessment method as it is discussion based.

Grading will be measured as a fail, pass or distinction.

#### Observation of Practical Activities with Questioning

The apprentice will deliver a presentation their employer and the Independent End-Point Assessor (IEPA) with a focus on their personal development throughout their apprenticeship. The Presentation will last for up to 30 minutes, with an additional 10 minutes allowed for questioning by the IEPA following the conclusion of the Presentation.

Grading: Fail, pass or distinction.

### 5. Grade aggregation table

Professional Discussion (supported by a Portfolio of Evidence)	Observation of Practical Activities with Questioning	Overall grading
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

A Fail in any assessment method will result in a Fail for the entire EPA.

### 6. Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPA methods, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

### 7. What next?

Upon successfully completing the EPA, apprentices may progress on to other apprenticeships such as Level 3 Outdoor Activities Instructor, Level 3 Personal Trainer, Level 3 Leisure/Duty Manager and/or Level 4 Sports Coach. They may go on to such job titles as recreation assistants, recreation supervisors, and leisure professionals.

#### Why NCFE?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education, Social Care, Digital, Active Leisure and Business apprenticeship standards. NCFE offers flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.