

Leisure Duty Manager v2.0

☆ Level 3 £ £5,000 🗓 18 months

1. What the role entails

Leisure duty managers manage the effective day to day 'front line' operation of a leisure facility. These facilities will vary in size and the services available such as swimming pools, multi-functional sports halls, fitness suites, crèches, children's soft play and trampoline parks, health suites, climbing walls and outdoor sports tracks.

It is the responsibility of the leisure duty manager to ensure the facility is prepared for use in accordance with the planned activity programme and that all areas are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness. Typically, the leisure duty manager will provide visible leadership to a diverse range of staff such as lifeguards, receptionists, sports coaches, fitness teams and crèche workers. Their responsibility is to manage staff performance and on-going development to ensure staff are motivated, efficient and operate at a high standard.

2. On-programme

An apprentice will typically spend 18 months on-programme (this means in training before the gateway to completion)

working towards occupational competence. They **must** spend a minimum of 8 months on-programme and complete the minimum required off-the-job training time, in line with the apprenticeship funding rules.

The apprentice must receive training to develop the occupational standard's knowledge and skills (K&S) criteria and achieve English and maths in line with the DfE apprenticeship funding rules, if required.

While on-programme, apprentices must undertake both apprenticeship assessment methods and the Active IQ Level 3 Certificate in Leisure Management qualification; these can take place in any order.

3. Gateway to completion requirements

Gateway to completion should be used as the final opportunity to check an apprentice has met all the requirements for completion. An apprentice can only be put forward for gateway to completion when the apprentice and their employer (in consultation with the centre) are content they have attained the sufficient knowledge, skills and behaviours to successfully complete the apprenticeship and the apprentice has achieved their apprenticeship assessments and mandatory qualification.

For the Level 3 Leisure Duty Manager, the requirements are:

- English and maths qualifications in line with the apprenticeship funding rules
- Active IQ Level 3 Certificate in Leisure Management
- confirmation from the employer that the apprentice has met the behaviour requirements as set out in the apprenticeship assessment plan
- successful completion of both apprenticeship assessment methods.

4. Apprenticeship assessment

The apprenticeship assessment for Leisure Duty Manager contains two methods of assessment. A Professional Discussion that **must** be NCFE assessed and a Portfolio, which can be delivered using one of two models offered by NCFE.

NCFE combined	Delivered and assessed by centre assessors, subject to IQA and NCFE EQA.
NCFE assessed	Delivered and assessed directly by NCFE assessors.

Assessment 1: Professional Discussion

A formal conversation between the apprentice and an assessor lasting up to an 1 hour, designed to let the apprentice showcase their competence by talking through real examples from their work. During the discussion, the assessor facilitates a structured professional conversation, using open questions to explore the apprentice's knowledge, skills and experience against the apprenticeship requirements.

The Professional Discussion is graded fail, pass or distinction.

NCFE will assess this method.

Assessment 2: Portfolio

A structured collection of no more than 25 discrete pieces of evidence compiled by the apprentice, designed to show a variety of situations and settings over time where the apprentice has met the required K&S. It showcases real workplace practice and provides evidence of competence against the occupational standard, enabling assessment of performance across a range of activities and responsibilities. The apprentice should collate evidence for their Portfolio over the course of the apprenticeship.

The Portfolio is graded fail, pass or distinction.

The Portfolio can be delivered through either an NCFE-combined model or an NCFE-assessed model. In the NCFE-combined model, a centre assessor delivers and grades the assessment, with outcomes subject to Internal Quality Assurance (IQA) and NCFE External Quality Assurance (EQA). In the NCFE-assessed model, the assessment is delivered and graded directly by an NCFE assessor. Both options are supported by robust quality assurance processes to ensure valid, reliable and consistent assessment outcomes.

5. Grade aggregation information

Professional Discussion	Portfolio	Final grade
Pass	Pass	Pass
Distinction	Pass	Pass
Pass	Distinction	Pass
Distinction	Distinction	Distinction

A fail in any assessment method will result in a fail overall.

6. Completion and certification

Once NCFE verifies the apprentice has successfully completed all apprenticeship assessment methods and gateway to completion requirements, they will activate certification. Working with the apprenticeship certificate issuing authority, NCFE will ensure the apprentice receives their certificate.

7. What next?

On successful completion of the Leisure Duty Manager apprenticeship, apprentices may choose to progress to other job roles, such as Leisure Centre Manager. They may also choose to progress to another apprenticeship; for example, Operations Manager. The role aligns with the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) for Entry manager member.

Why NCFE?

We are an approved Assessment Organisation (AO) specialising in apprenticeship assessment across health, education, social care, business, active leisure and digital apprenticeship standards. NCFE offers flexible and reliable apprenticeship assessment solutions supported by sector expertise, guidance documents and proactive service and support.