

EVERYONE

CAN EARN WHILE
THEY LEARN



Kick start your career in sport and leisure
with an Everyone Active apprenticeship

EVERYONE ACTIVE APPRENTICESHIPS PROGRAMME



INVESTOR IN PEOPLE

everyone
ACTIVE

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OUR CENTRE LOCATIONS



EVERYONE ACTIVE

Everyone Active - Sports and Leisure Management's consumer brand - is the longest-established leisure contractor in the UK and a fantastic place to kick-start your career as an apprentice.

We run more than 200 centres in partnership with over 60 different local councils and we pride ourselves on achieving excellent operational standards, driving up activity participation, maintaining service excellence and developing our colleagues.

Join us as an apprentice and you'll have the opportunity to earn money while you learn a new profession, as well as helping more people get active for at least 30 minutes five times a week and pushing us towards being everyone's first choice for activity. You'll also enjoy fantastic career progression opportunities, as well as a host of other benefits, including free use of the facilities at our centres.



EVERYONE ACTIVE APPRENTICESHIP PROGRAMME OVERVIEW



1. APPLYING AND JOINING

Everyone Active are working in partnership with Lifetime Training, the leading apprenticeship training provider in the UK to provide apprenticeships.

Applications can be made online at www.everyoneactive.com/about-us/careers/apprenticeships

2. INDUCTION

We will give you a full induction to your apprentice programme when you arrive at site. Lifetime Training will also set you up with remote learning options and assign you a trainer to support you along your journey.

3. MENTORING AND COACHING

With support from managers at site and Lifetime Training, you will have regular reviews to ensure you are getting the best out of the course, and that you are progressing at a suitable rate.

4. DEVELOPMENT TRAINING

There will be extra training available at your site depending on the job role which will support your learning. Everyone Active will supply practical and online training.

5. COMPLETING THE TRAINING

Lifetime Training will support and ensure you complete the required work in the timescale set out for the course. You will receive a nationally recognised qualification and experience in leisure.

WHICH COLLEAGUES CAN BECOME AN APPRENTICE?

Fitness Motivators	→	Personal Trainer L3
Receptionist	→	Customer Services L2 and L3
Operations Assistant/Lifeguards	→	Leisure Team Member
Team Leaders	→	Team Leader Supervisor L3
Duty Managers/Operations Managers	→	Leisure Duty Manager
General and Contract Managers	→	Operations Department Manager L5
Catering/Operations Assistants	→	Hospitality Team Member L2
Catering Supervisors	→	Hospitality Team Member L3
Finance and Admin colleagues	→	Business Administration L3
Sports Coaches/Operations Assistants	→	Community Activator Coach

WHO IS ELIGIBLE?

- Aged between 16-64
- An EU citizen for at least 3 years
- Not currently in education
- Can be currently employed!

OVERVIEW OF THE COURSES

OPERATIONS

Leisure Team Member L2 • Team Leader Supervisors L3
Leisure Duty Manager L3 • Operations Dept Manager L5

FITNESS

Personal Trainer L3 (Plus Enhanced)

FRONT OF HOUSE AND SALES

Customer services Practitioner L2 • Customer Services Specialist L3

FOOD & BEVERAGE

Hospitality Team Member L2 and L3

ADMIN & FINANCE

Business Administration L3

HOW LONG WILL IT TAKE?

12-18 months based on an average 30 hours working week

WHAT ARE THE BENEFITS?

- Retrained colleagues
- Motivated colleagues
- Qualified colleagues
- Reduced recruitment £
- Fully funded training

We partner with Lifetime in delivering these qualifications. They are experts in our industry and one of the UK's leading apprenticeship training providers.

Lifetime provide: Regional Trainers to support colleagues in their learning; regular meetings to review work; they support colleagues progress as they work through the course using a variety of training techniques.

APPRENTICESHIP JOURNEY - CAREER STEPS:

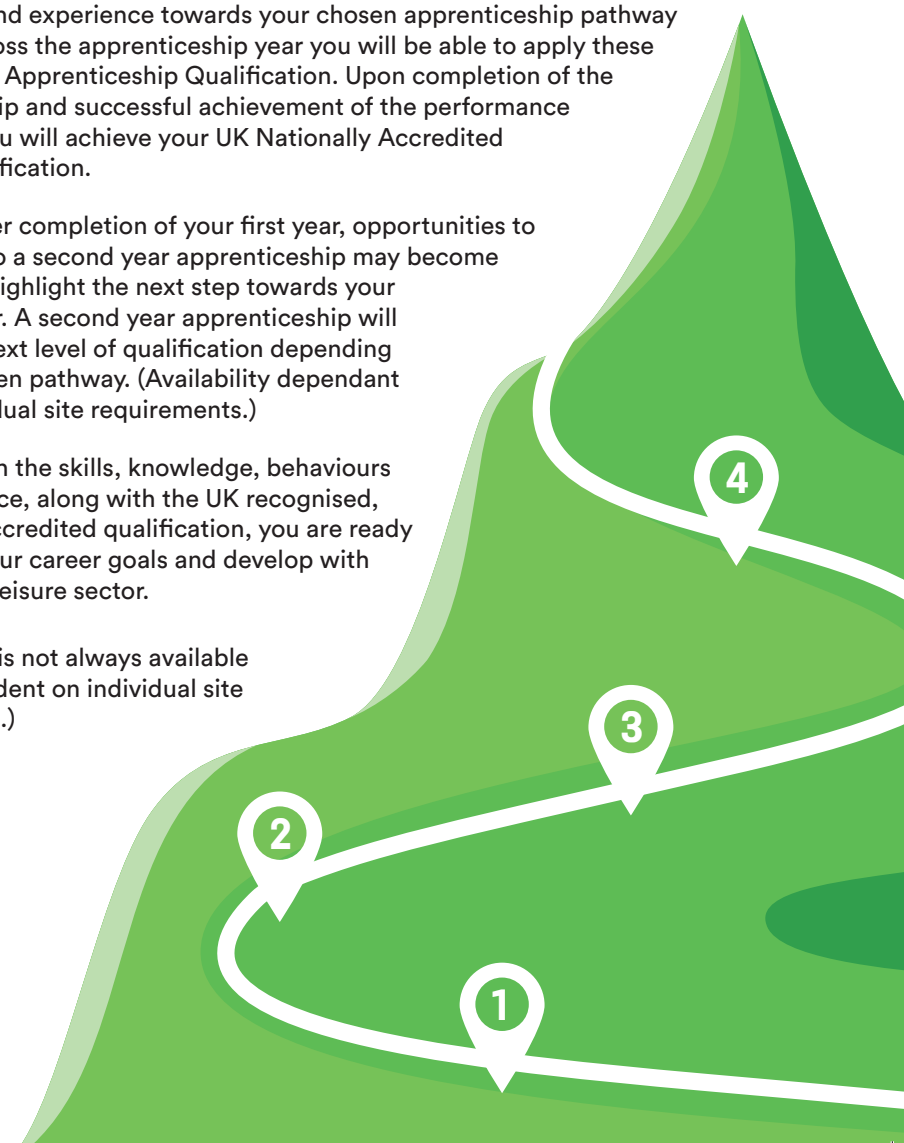
STEP 1 Identify your career goals within the sport and leisure industry and apply to the Everyone Active apprenticeship scheme to take that first step towards a challenging and rewarding career.

STEP 2 Within your first year you will gain the skills, knowledge, behaviours and experience towards your chosen apprenticeship pathway and then across the apprenticeship year you will be able to apply these towards your Apprenticeship Qualification. Upon completion of the apprenticeship and successful achievement of the performance measures, you will achieve your UK Nationally Accredited Leisure Qualification.

STEP 3 After completion of your first year, opportunities to progress onto a second year apprenticeship may become available to highlight the next step towards your leisure career. A second year apprenticeship will involve the next level of qualification depending on your chosen pathway. (Availability dependant on the individual site requirements.)

STEP 4 With the skills, knowledge, behaviours and experience, along with the UK recognised, Nationally Accredited qualification, you are ready to achieve your career goals and develop with the growing leisure sector.

(Progression is not always available and is dependent on individual site requirements.)



CASE STUDY



NATIONAL SWIMMER PASSING SKILLS ON TO THE NEXT GENERATION

Yasmin Boff, an 18-year old former national swimmer from Stratford, with a life-long passion for the sport has dived into a career teaching others this life-saving skill.

A keen swimmer since she was two, Yasmin has begun a new career on the dry side of the pool at Stratford Leisure Centre. Yasmin stopped swimming competitively at 16 to focus on her college studies. However, after a year of studying she decided to target a career in the leisure industry and began an apprenticeship at the centre, taking the opportunity to earn while she learnt.

"I began at Stratford Leisure Centre in May last year. I chose Everyone Active as it offers a clear career path and a range of training opportunities."

"In just eight months, I achieved the national lifeguard qualification, level one and two swim teacher qualifications and I am now able deliver classes to adults and children across the district." Yasmin explains.

"Everyone Active has been really supportive throughout my apprenticeship and my colleagues are always on hand to offer advice." Yasmin said. "I have been given the opportunity to work alongside the swim manager and really enjoyed it. I hope to further my training and become a swim manager once I have completed my apprenticeship."

Nick Stowey, Stratford Leisure Centre's general manager said: "Yasmin is a delight to work with. She is hardworking and passionate about teaching others how to swim in a safe and fun environment."

"We are dedicated to offering a wide range of employment opportunities for people across the district, including apprenticeships. I would encourage anyone who is looking to begin their career in the leisure industry to find out how we can support that journey."

APPRENTICESHIP PROGRAMMES

PERSONAL TRAINER APPRENTICESHIP STANDARD LEVEL 3 INCLUDES ENHANCED*

We are looking for individuals who are motivated and passionate, and who have already achieved a Gym Instructor Level 2 qualification to join our team as a Personal Trainer Apprentice. Within this apprenticeship you will gain a nationally-recognised Personal Training qualification to help you take the next step in your career.

Across the 15-month apprenticeship you will gain:

- A Personal Trainer Level 3 qualification
- Professional practice and personal development
- Client consultations
- Lifestyle management and client motivation
- Nutrition for physical activity
- Functional training
- Delivering sessions for small groups and in alternative environments
- Business acumen for personal trainers

**If you do not have the Level 2 Gym instructor you can opt to be enrolled onto the enhanced Personal Trainer Level 3 which includes the Level 2 Gym Certificate and all the above Personal Trainer modules.*

CUSTOMER SERVICES PRACTITIONER (FRONT OF HOUSE AND MEMBERSHIP) LEVEL 2

Customer Services Practitioner Apprenticeship will help you gain a foothold in the leisure reception industry. It will help you to gain a fully nationally-recognised Customer Service qualification along with developing customer interaction skills. We are looking for enthusiastic and energetic individuals who have a unique drive towards delivering a high level of customer service and administration.

Across the 12-month apprenticeship you will gain:

- Customer Service practitioner L2
- Understanding of products and services
- Managing customer expectations
- Customer insight

As part of your apprenticeship, you'll be embedded into a fully operational reception / sales and administration department where you will work closely with experienced colleagues to learn and develop the specific customer service standards. You'll develop an excellent understanding of what great customer service requires and be able to demonstrate these skills against nationally-recognised standards.

APPRENTICESHIP PROGRAMMES

CUSTOMER SERVICES SPECIALIST LEVEL 3

A Customer Service Specialist supports the customer service experience within the leisure centre. They are advocates of Customer Service who act as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

Across the 15-month apprenticeship you will gain:

- Managing the customer journey and service performance
- Working with customers to gain feedback and act upon it
- Business focus and understand continuous improvement
- Manage the business legislation
- Managing a team and supporting equality, diversity and inclusion

On completion of course, you will demonstrate a range of excellent customer service skills and behaviours which will enable you to manage and deliver an excellent customer journey.

LEISURE TEAM MEMBER LEVEL 2

The Leisure Team Member apprenticeship is a great opportunity to begin your career in the Leisure Industry gaining a multi skilled portfolio of experience and qualifications. 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.

Across the 15-month apprenticeship you will gain:

- An NPLQ Pool Lifeguard Certificate L2
- Level 2 certificate in gym instruction
- Level 2 Swimming teacher
- Level 3 First Aid

Your day to day duties will consist of working to ensure the full operations of a leisure centre and maintaining all of the required set standards across the organisation. As part of your role you will be required to learn and develop all the skills to operate the different wet side facilities.

APPRENTICESHIP PROGRAMMES

TEAM LEADER SUPERVISOR LEVEL 3

A Team Leader/Supervisor is a first line manager with operational responsibility for managing a team. If you want to develop your career in leisure, this course will support you. The team leader role provides direction, instructions and guidance through supporting, managing and developing team members, you will support in managing projects, planning and monitoring workloads and resources as well as delivering operational plans, resolving problems and building relationships at your site.

Across the 15-month apprenticeship you will gain:

- A range of leadership and management skills that will allow you to drive, develop and successfully lead a team
- Effective communication skills
- Operational management experience delivering against strategic standards
- Financial experience

On completing this apprenticeship you will be eligible to become a member of the Chartered Institute for the Management of Sport and Physical Activity. (CIMSPA)

LEISURE DUTY MANAGER LEVEL 3

If you'd like to develop your career in management, the Leisure Duty Manager will support you. The role manages the effective day to day 'front line' operation of a leisure facility. It is the responsibility of the Leisure Duty Manager to ensure the facility is run efficiently with a programme for the whole community and that all areas are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness. They manage colleague performance and on-going development to ensure colleagues are motivated, efficient and operate at a high standard.

Across the 18-month apprenticeship you will gain:

- Customer service skills
- How to recruit, schedule and manage colleagues
- Managing health and safety
- Administration and project management techniques
- Financial experience
- Arranging activity timetables

Leisure duty managers completing this apprenticeship will be eligible to become members of the Chartered Institute for the Management of Sport and Physical Activity. (CIMSPA)

APPRENTICESHIP PROGRAMMES

OPERATIONS/ DEPARTMENTAL MANAGER LEVEL 5

If you have become a manager, this course will give you additional knowledge. It will complement your work as you manage teams and/or projects, achieving operational goals and objectives. As you are accountable to senior management, you will create and deliver operational plans, manage projects, lead and manage teams, managing change, financial and resource management, talent management, coaching and mentoring.

Across the 30-month apprenticeship you will gain:

- Experience of project management
- The chance to attend management workshops and webinars
- Recruitment experience
- Performance management
- Self-management and behaviours that managers need to have

There is a work based project with presentation and a Q&A session

On completing this apprenticeship will be eligible to become a member of the Chartered Institute for the Management of Sport and Physical Activity. (CIMSPA)

COMMUNITY ACTIVATOR COACH LEVEL 2

The Community Activator Coach promotes, delivers and coaches fun, inclusive and engaging activities that help whole communities to change their behaviour, adopt and keep to a physically active lifestyle. Community Activator Coaches are more than activity and sports leaders - they understand communities and customers. The Community Activator Coach will be a positive role model who builds good rapport with customers - especially those who are young, inactive, or from low-income and marginalised communities.

Across the 14-month apprenticeship you will gain:

- An understanding of the benefits of physical activity and sport for individuals, families and communities, and know why adopting an active and healthy lifestyle is important
- Knowledge of the importance of effective leadership and coaching in the delivery of a physical activity or sports sessions
- An understanding of the tasks involved in delivering community level activation events and support their delivery, particularly in terms of providing equipment and activities

APPRENTICESHIP PROGRAMMES

- Planning and adapting sessions and activities that respond to customer feedback and encourage customers to develop a lifelong activity habit

We are looking for people that have a positive attitude to work, are approachable and model an active lifestyle along with a care for customers welfare and Wellbeing. This course will help you develop an overall coaching skill set that will support you in developing an activity programme for your community.

BUSINESS ADMINISTRATION LEVEL 3

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all departments in the centre and support their own progression towards management responsibilities. They support and engage with different parts of the business with a focus on adding value contributing to the efficiency of an organisation and are expected to deliver their responsibilities efficiently and with integrity.

Across the 12-15 month apprenticeship you will gain:

- IT skills relevant to the packages used at the centre
- Decision making skills and how to exercise pro-activity and good judgement
- Communication skills in communicating with a wide range of colleagues and departments
- Experience on completing tasks to a high standard and look to continually improve their work
- Project management skills so that they are able to support centre projects
- Experience in the business fundamentals, understanding the business principles such as managing change, finances and managing processes

On completion of this course, you will demonstrate a range of excellent administration knowledge, skills and behaviours. You will be able to support many departments within a centre/contract and have an understanding of the business fundamentals and gain experience in managing processes and making improvements.

HOSPITALITY TEAM MEMBER LEVEL 2

Food and beverage team members will recognise the customer's needs, knowing how to match them to a product or service within the business, delivering satisfaction and loyalty for an organisation.

Across the 12-month apprenticeship you will gain:

- Experience in recognising customer profiles, adapting to customer needs and delivering excellent service
- Experience in working with people from a wide range of backgrounds and cultures and develop communication skills that can support individual customers' needs
- Experience in working as a team and on your own to meet the service standards
- Knowledge in legislation

On completion of this 12 month standard, you will demonstrate excellent customer service and a range of food and beverage service styles and standards within different hospitality operations.

HOSPITALITY TEAM MEMBER LEVEL 3

Food and beverage supervisors work across a wide variety of services including cafés, vending operations, events and banqueting venues. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts.

Across the 12-month apprenticeship you will gain:

- Experience in managing and motivating a team
- Knowledge of the finances and managing the income and expenditure of the food and beverage department
- Customer experience in dealing with a variety of different visitors, managing expectations and delivering a quality service
- Knowledge in the use of technology
- Experience in developing menus, looking at healthy food options and displaying the products in a professional manner for maximum income generation

On completion of this 12 month standard, you will demonstrate how they are capable of independently supervising and motivating a team working under pressure delivering excellent customer service in a food and beverage/hospitality environment.



Kieran Warren began working at the Watford Leisure Centre as a 17 year-old. While growing up, a career in sport and fitness always interested him and when the opportunity arrived, he grasped it with both hands. Kieran left college having completed his first year and began his apprenticeship at Watford Leisure Centre, working towards his Level 2 Multi-Skilled Activity Leading award.

While completing this award, he successfully navigated a National Pool Lifeguard Qualification to become a qualified lifeguard. Additionally, throughout his apprenticeship year, he trained and achieved recognised qualifications in a variety of roles in the gym, on reception, in sales and as a recreation assistant.

Gaining this experience and achieving these qualifications has provided Kieran with the platform to begin a hugely promising career in the sports and

leisure industry. Kieran successfully completed his first year apprenticeship and with the skills and experience he has gained while working at the centre, he is now studying towards his Level 3 Personal Training qualification.





Gary Foley, the Watford Borough Council Contract Manager said: "Kieran is a valued colleague of ours and has experience in several roles. I believe Kieran has a great future in the industry."



To find out more, please visit
www.everyoneactive.com/about-us/careers/apprenticeships

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