



Sport – Operational Services

Operational Services Levels

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	APPRENTICESHIP	ADVANCED APPRENTICESHIP
	●			 Apprenticeships	

Overview

More people are taking up active leisure pursuits and using fitness centres, gymnasiums and swimming pools. Keeping these facilities operational is a challenge and one that requires well trained qualified staff to undertake it effectively.

Who would benefit from this qualification?

The Operational Services NVQ Level 2 is suitable for people who work in sport and leisure facilities and who are responsible for providing services such as setting up, taking down and maintaining equipment, cleaning and tidying, customer care, life guarding or plant operation.

Course Content

The NVQ consists of 8 units:

- Promote safety in the sport and activity environment
- Give customers a positive impression
- Contribute to the work of your team
- Set up, take down and store equipment
- Tidy and clean sport and recreation areas
- Maintain the safety of swimming pools
- Provide a centre reception service
- Resolve customer service problems

Entry Requirements:

There are no formal entry requirements for candidates undertaking this NVQ, however employers must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

