



# FACILITY OPERATIONS APPRENTICESHIP (LEVEL 4)



Active Careers through  
On-Job Qualifications

## INTRODUCTION

The *Facility Operations Apprenticeship* is for people who are building their career to take the lead in a facility operations role within an indoor or outdoor sport, arts, entertainment or recreation venue or facility.

Through this programme you will develop your skills and knowledge in:

- understanding your facility's customers/users
- facility planning, programming and scheduling
- supervision, security and safety procedures
- legislation, trends and issues – including environmental
- developing and leading a team workplan
- operating and maintaining your facility's spaces, equipment, plant and condition.
- how to research, source and recommend an acquisition for your facility.



This programme will take up to two years to complete, with the achievement of 120 credits along the way.



This programme also includes the *New Zealand Certificate in Sport, Exercise and Leisure Operations (Level 3)*. You can still enrol in this apprenticeship if you hold this qualification.

## WHAT WILL I NEED TO SUCCEED?

To successfully achieve this apprenticeship you will need to be employed in a sport, art, entertainment or recreation workplace for at least a 12 month period. You may already be in a facility supervision role or your workplace has identified this as part of your development pathway.

You will also need:

- a computer with internet access to be able to download and upload your assessments and files
- support from your workplace to provide you with the time and resources to complete your learning and assessment. Your manager has a responsibility to check in regularly and verify your work as you complete the assessment tasks.

This programme has a mixture of written and practical tasks (projects). These are completed and assessed online in Skills Activator – Skills Active's learning management system ([www.skillsactivator.org.nz](http://www.skillsactivator.org.nz)).

## WHAT WILL I NEED TO DO?

This apprenticeship will give you a broad range of facility operations experiences. It is packed full of interesting written and practical projects that you can explore and carry out within your facility. Supported by your Manager, Skills Active Learning Support Advisor (LSA), and an experienced assessor you will be encouraged to learn, apply, and grow your professional practice while you work.

### Features:

On-job work experience.

An online portfolio you build as you go to upload evidence or documentation.

A journal to log your on-job work experiences and complete monthly tasks.

Self assessment tools to help plan and track your development.

Regular feedback from your manager.

Webinars and mentoring support.

Support from Skills Active LSA

Regular assessor conversations to help with your assessment tasks.

Six key projects - *you can complete in any order.*

**Project 1:** Introduce yourself and your facility.

**Project 2:** Your customers, planning and adapting services to meet needs.

**Project 3:** Explore current trends and issues and how they impact on users, facilities and the wider industry.

**Project 4:** Develop, implement and evaluate a team workplan.

**Project 5:** Explore how to minimise negative environmental impacts at your facility.

**Project 6:** Identify need, scope and recommend a new acquisition for your facility.

## HOW WILL I BE ASSESSED?

Most people will receive their training through their workplace. There will be some webinars, reference links and learning support information online within Skills Activator that can help you.

The assessment tasks, projects and apprentice journal will be assessed by a Skills Active assessor who will be allocated to you. They will check in regularly to make sure you have a plan to achieve each task and give you feedback on your progress.

Contact your Skills Active Learning Support Advisor to find out more about this exciting new programme.