

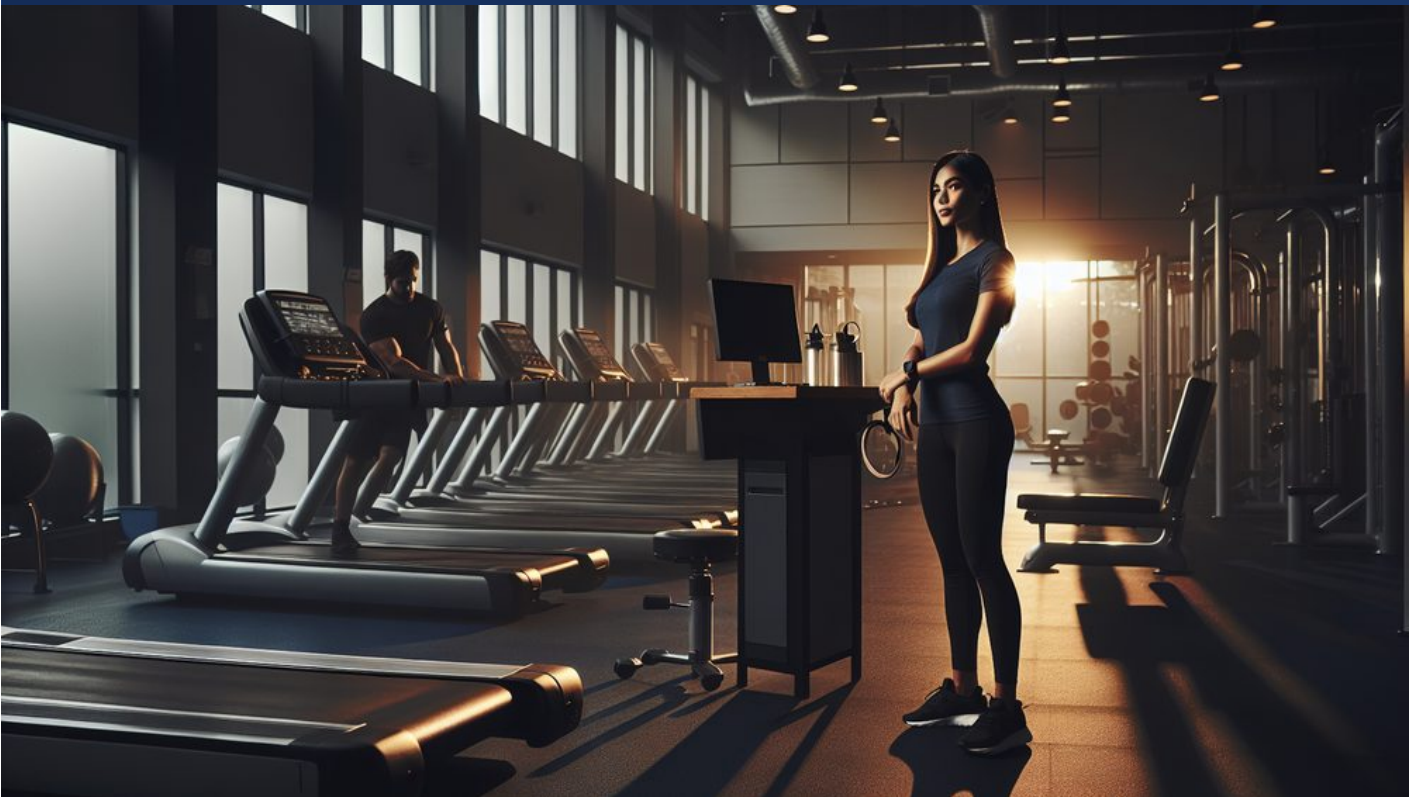
LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Adv Certificate in Gym Floor & Operations Supervision

Practitioner Level



LAPT — London Academy of Professional Training

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Reference FT-FBC-P • Health & Fitness Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	FT-FBC-P
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Customer Service Excellence 5 chapters · 12 classes 65 marks • 1 Understanding Customer Service in Fitness Facilities — 6 classes › 1.1 Exploring the Foundations of Customer Service in Fitness › 1.2 Identifying the Needs and Expectations of Gym Members › 1.3 Enhancing Communication Skills for Effective Customer Interactions › 1.4 Resolving Common Customer Complaints and Issues › 1.5 Implementing Techniques for Exceptional Service Delivery › 1.6 Applying Feedback for Continuous Customer Service Improvement • 2 Communication Skills for Effective Client Interaction — 6 classes › 2.1 Understanding the Importance of Client Interaction › 2.2 Mastering Verbal Communication Techniques › 2.3 Enhancing Non-Verbal Communication Skills › 2.4 Building Active Listening Abilities › 2.5 Applying Empathy in Client Conversations › 2.6 Handling Difficult Client Interactions Effectively • 3 Handling Complaints and Customer Feedback • 4 Building Client Relationships and Community • 5 Implementing Service Excellence Measures	2 Floor and Equipment Layout 0 chapters 65 marks

3

Gym Operations Management

5 chapters · 30 classes 90 marks

• 1 Understanding Gym Facility Layout and Design — 6 classes

- › 1.1 Exploring Key Elements of Gym Facility Design
- › 1.2 Analyzing Spatial Layouts for Optimal Functionality
- › 1.3 Identifying Safety and Accessibility Standards
- › 1.4 Evaluating Equipment Placement Strategies
- › 1.5 Understanding the Impact of Aesthetic Design on Client Experience
- › 1.6 Applying Design Principles to Improve Gym Operations

• 2 Operational Standards and Compliance — 6 classes

- › 2.1 Understanding Gym Regulatory Requirements
- › 2.2 Identifying Key Compliance Issues in Gym Operations
- › 2.3 Implementing Health and Safety Standards
- › 2.4 Developing SOPs for Efficient Gym Management
- › 2.5 Conducting Regular Compliance Audits
- › 2.6 Applying Best Practices for Risk Mitigation

• 3 Staffing, Leadership, and Team Dynamics — 6 classes

- › 3.1 Understanding Gym Department Roles and Responsibilities
- › 3.2 Exploring Effective Leadership Styles in Gym Management
- › 3.3 Enhancing Team Communication in a Fitness Environment
- › 3.4 Strategies for Motivating Gym Staff
- › 3.5 Conflict Resolution Techniques for Dynamic Teams
- › 3.6 Implementing Team-Building Activities to Strengthen Gym Operations

• 4 Customer Service Excellence in Gym Environments — 6 classes

- › 4.1 Understanding the Core Principles of Customer Service
- › 4.2 Identifying Customer Needs and Expectations
- › 4.3 Implementing Effective Communication Strategies
- › 4.4 Resolving Conflicts and Handling Complaints
- › 4.5 Enhancing Customer Experience through Feedback
- › 4.6 Evaluating Customer Service Performance Metrics

• 5 Technology Integration and Data Management — 6 classes

- › 5.1 Understanding the Role of Technology in Gym Operations
- › 5.2 Exploring Gym Equipment and Software Systems
- › 5.3 Analyzing Data for Enhanced Gym Member Experience
- › 5.4 Managing Data Privacy and Security in Gym Settings
- › 5.5 Implementing Fitness App Integrations for Member Engagement
- › 5.6 Utilizing Data Analytics for Operational Efficiency in Gyms

4

Leadership in Gym Environments

0 chapters 65 marks

5

Safety and Compliance

5 chapters · 30 classes 90 marks

• 1 Understanding Health and Safety Regulations in Fitness Facilities

— 6 classes

- › 1.1 Exploring Health and Safety Legislation
- › 1.2 Identifying Common Hazards in Fitness Facilities
- › 1.3 Understanding Risk Assessment Procedures
- › 1.4 Implementing Safety Protocols in Gym Operations
- › 1.5 Ensuring Compliance with Regulation Standards
- › 1.6 Evaluating Safety Measures Through Case Studies

• 2 Risk Assessment and Management in Gym Environments — 6

classes

- › 2.1 Understanding the Principles of Risk Assessment
- › 2.2 Identifying Potential Hazards in Gym Environments
- › 2.3 Analyzing the Impact of Environmental Hazards
- › 2.4 Developing Strategies for Risk Mitigation
- › 2.5 Implementing Risk Management Procedures
- › 2.6 Evaluating the Effectiveness of Risk Management Plans

• 3 Emergency Procedures and Incident Response in Fitness Operations — 6 classes

- › 3.1 Understanding Emergency Procedures in Gym Environments
- › 3.2 Recognizing Common Incidents and Hazards in Fitness Operations
- › 3.3 Implementing Response Protocols During Emergencies
- › 3.4 Coordinating Team Roles in Emergency Situations
- › 3.5 Conducting Regular Safety Drills and Evaluations
- › 3.6 Reviewing and Improving Incident Response Strategies

• 4 Ensuring Equipment Safety and Maintenance Compliance — 6

classes

- › 4.1 Understanding Equipment Safety Standards
- › 4.2 Identifying Common Equipment Hazards
- › 4.3 Implementing Routine Equipment Inspections
- › 4.4 Conducting Effective Preventive Maintenance
- › 4.5 Documenting Maintenance and Safety Checks
- › 4.6 Applying Compliance Measures in Equipment Management

• 5 Promoting Safety Culture and Staff Training in Fitness Facilities

— 6 classes

- › 5.1 Understanding Safety Culture in Fitness Facilities
- › 5.2 Identifying Common Hazards and Risks in Gym Environments
- › 5.3 Implementing Safety Protocols and Emergency Procedures
- › 5.4 Developing Effective Safety Training Programs for Staff
- › 5.5 Encouraging Accountability and Reporting in Safety Practices
- › 5.6 Evaluating and Improving Safety Measures in Fitness Operations

6

Strategic Planning for Gym Operations

0 chapters 65 marks

