



GOLF COURSE MANAGER LEVEL 5 APPRENTICESHIP

Introduction to the Programme

A Golf Course Manager, (sometimes employers prefer to title the job Head Greenkeeper) is required to have excellent management skills as well as a high level of technical, agronomic and mechanical knowledge and skills. A Golf Course Manager is responsible for the management of the golf course, resources and staff, on behalf of their employer. They plan and implement maintenance schedules for the golf course and equipment and are responsible for the allocation of work, recruitment of staff to the greenkeeping team and will implement human resource policies within their team. They will implement strategic and budgetary plans. It is their job to oversee the production of quality playing surface and ensure the course offers a consistent challenge and an enjoyable experience for golfers. The Golf Course Manager's role can take you wherever the game of is played, from working on a small 9-hole golf course to large internationally renowned facilities, including Championship courses.

Level of Study:

Higher Apprenticeship (Level 5)

Typical Duration:

24 – 30 Months

Delivery Location:

Nationwide

Delivery Model:

Work- based, Blended, Online, Group Delivery with 2 Residential Workshops

Start Date:

Intake: September and January

Duration

The apprentice would typically take 27 months to complete their education and training to become fully competent. However, this may be reduced if an apprentice has already gained knowledge and skills working on a golf course in a supervisory and technical role. It is anticipated that apprentices will be at a point suitable for end point assessment after 24 months delivery

Entry Requirements

Typically, an applicant will have attained a minimum of 4 GCSE grades C or 4 including both Maths and English. Functional Skills Level 2 will be accepted as an alternative to GCSEs. Learners will also need to be able to gain the necessary skills, knowledge and experience within their job roles to meet the requirements of the programme.

Exceptional entries will be considered for all Apprenticeships at the discretion of the college based on experience, successful interview and outcomes of Initial and Diagnostic assessments for English and Maths to establish current levels of ability

It is also essential that all apprentices will have previously achieved a Level 3 qualification in Greenkeeping or another appropriate subject/level. Apprentices will also need to be in a position to carry out tasks related to the skills, knowledge and behaviours at a level suitable to this programme. This can be discussed further at application

Costs

Costs will be dependent on several factors such as age of apprentice and size of employer. The cost may be reduced if the apprentice has already gained knowledge and skills working in this sector. All apprentices receive an individual skills-scan to determine the overall cost. Please contact us for more information. The funding cap for this programme is set at £17000.

Delivery Model

The delivery model will be a blended approach of work-place visits from an industry professional tutor, together with online sessions underpinned by learning resources via a virtual learning environment. The programme is assignment driven, each underpinned by delivery from trained industry professionals and technical managers.

There is also the requirement to attend two residential weekends as part of the programme. During these there will be further technical delivery from suitable industry professionals.

Learners will study 10 core themes (Listed below) over a 24 month period (Depending on experience). Each theme will be delivered against specific skills, knowledge and behaviours with learners working towards the completion of a dedicated assignment brief to collate the relevant evidence which in turn will be mapped towards the apprenticeship Standard.

The VLE site will cover all the required knowledge needed to both support the end point exam as well as providing the learner with key background information needed to write the assignments, based on project work and real work-based evidence. Learners will be stretched and challenged through the VLE with a number of tests that will sign-off the underpinning knowledge whereas the work-based visits will provide one-to-one tutor support to further develop the required skills, knowledge and behaviours required by industry.

Core Themes:

1. Health and safety
2. Personal and professional development
3. Effective communication in the workplace
4. Human resource management
5. Management of golf course preparation and maintenance
6. Management of golf course projects and events.
7. Management of equipment and assets
8. Integrated pest management
9. Environmental management
10. Financial management

There is an expectation that 20% of the working week will be mapped as off the job training, which is a legal requirement. As part of the 20% off the job training, a learner should be given the opportunity to further their knowledge and skills through shadowing or practical training in the workplace, and to gain experience in all practical tasks within the apprenticeship programme. The employer is required to work with the learner to ensure off the job training takes place and prepare the learner for their end point assessment.

Knowledge, Skills & Behaviour Gained Throughout

Have a knowledge of:

- All relevant health, safety and environmental legislation and regulations to ensure a safe working environment for self, team and others
- How to conduct and review risk assessments using methods relevant to the management and maintenance of the golf course
- The advanced aspects of soil and plant biology in order to produce sustainable playing surfaces
- How to identify and control weeds, pests, diseases and disorders and their impact on sustainable playing surfaces, legislation and record keeping
- How to plan, manage and review maintenance, improvement and renovation programmes for the golf course making the optimum use of resources available
- The importance of maintaining quality standards through the collection and evaluation of data
- How to plan, manage and construct gold features
- The environmental and ecological best practice to maintain a sustainable golf course and the impact of current legislation
- How to design, install and manage a drainage and irrigation systems and the importance of water management on the golf course
- How to plan, manage and review machinery and equipment maintenance programmes
- How to develop and review a tactical and strategic business management plan, in line with the Golf Course Policy document
- The importance of customer service to the business
- The principles of recruitment, appraisal, conflict, teamwork, staff co-ordination, supply chain management, performance management and the development of staff
- The importance of good working relationships, the needs of others and equality and diversity of others in the workplace
- How to plan, lead and record meetings
- The different forms of communication (written, verbal, electronic) and evaluate the best solution for different circumstances
- How to identify the appropriate software systems to ensure effective communication and record keeping
- The Rules of Golf, golf course etiquette and how they impact on events and the playing of the game of golf
- The importance of personal and professional development of themselves and their team.

Have the ability to:

- Manage, promote and maintain a healthy, safe and secure maintenance facility and golf course for their staff, golfers and members of the public
- Plan, monitor, evaluate and manage golf course maintenance and the environment in accordance with the Golf Course Policy document
- Manage the allocation of human and physical resources, equipment and supply chain for projects and tasks on a day to day basis
- Plan and manage the maintenance and replacement of machinery and equipment

- Plan and manage the control of weeds, pests and diseases and their impact on plant health and pathology
- Analyse and interpret a range of data collected from the golf course and the management of sustainable playing surfaces
- Plan and manage projects, including the construction of gold course features and events
- Manage water applied and removed from the golf course, including irrigation and drainage
- Develop and review a Golf Course Policy document in co-operation with the employer
- Identify and determine policies and strategies for the development of the golf course, in line with Golf Course Policy document
- Prepare, submit and manage maintenance budgets and capital expenditure proposals
- Conduct, manage and review risk assessments on equipment, materials, people and facilities
- Communicate to golf course staff, colleagues, golfers and others on a range of subjects
- Manage the recruitment, selection and induction of staff and the performance, training, equality and diversity of the greenkeeping team
- Manage conflict, discipline and grievances within the team and others
- Motivate and encourage excellence within the greenkeeping team
- Organize and manage meetings with the greenkeeping team and others
- Promote the gold club and it's core values, as determined by the employer
- Encourage a customer service culture within the greenkeeping team
- Manage their own Continuing Professional Development
- Make presentations both written and verbal to the greenkeeping team, management and golfers
- Use information technology to manage the golf course through data collection and analysis

Have the required behaviours including:

- A strong work ethic including pride in work, attention to detail, integrity and good time management
- A flexible, positive attitude to work
- The ability to work as a lone worker and as a member of a team
- A willingness to learn and contribute to their own continuing professional development
- Ensure a safety mindset for self, the greenkeeping team, golfers and members of the public
- A clear and effective communicator who can use a variety of communication methods to give/ receive information accurately and in a timely and positive manner

- Problem solving and effective decision making
- Represent the golf club in a professional manner at all times
- Recognise and deliver exceptional customer service

End Point Assessment

At a point where employer, tutor and apprentice feel is appropriate, apprentices will undertake an end point assessment, which is carried out by a separate approved organisation, independent from Myerscough College. This is normally around 24 months into the programme.

The end point assessment will contain 3 discrete assessment methods (Individually Graded as Fail, Pass & Distinction):

- Written Examination and Multiple Choice (Method 1)
- Professional discussion carried out during a course walk underpinned by a portfolio of evidence (Method 2)
- A presentation with Q&A delivered by the apprentice related to their specific refined Golf Course Policy Document project (Method 3)

There will be 3 levels of achievement: Pass, Merit and Distinction

In the unlikely event of an apprentice needing to resit an End Point Assessment (or elements of the End Point Assessment), then the employer will be responsible for funding these additional costs.

Progression

This standard is recognised by the British & International Golf Greenkeepers Association (BIGGA), the Professional Body for Greenkeepers. At the start of the apprenticeship the apprentice will be registered with BIGGA.

Upon completion of this standard the apprentice will be eligible to join BIGGA as a full member and become a BIGGA Accredited Greenkeeper.

The successful apprentice will have the opportunity to progress on to further Higher Education programmes. Please contact us about potential options following completion.

Job opportunities may also be enhanced for those apprentices who have completed the programme with promotion to more senior positions within a golf club facility or the option to progress to higher positions within the industry

What's Next? How to Apply

In order to start the enrolment process we need an **Online Application Form** to be completed & submitted. You can do this by contacting the Employer Services Team.

Telephone: 01995 642255

Email: employerenquiries@myerscough.ac.uk

Website: www.myerscough.ac.uk