SKAC27 (SQA Unit Code - DX3X 04)
Ensure the health, safety, welfare and security of customers and staff

Overview

This unit is about developing and maintaining a culture of health, safety and security in sport, leisure, the outdoors and other types of related activities. It also has an important section on maintaining policies and procedures for the protection of vulnerable participants and when necessary, dealing with suspicions of possible abuse.

The unit is divided into two parts.

The first part describes the three things you have to do. These are:

1. identify hazards and assess risks to health, safety and security
2. contribute to developing and maintaining normal and emergency operating procedures
3. contribute to maintaining and improving procedures for the protection of vulnerable participants

The second part describes the knowledge and understanding you must have.

This unit is for those with supervisory or sports development responsibilities, and for experienced staff working in the outdoors who are capable of working without direct supervision.

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Performance criteria

You must be able to:

Identify hazards and assess risks to health, safety and security

P1 check facilities, equipment and activities for health, safety and security issues
P2 gather information from all relevant people about possible hazards
P3 record all significant hazards, who is exposed, and any existing safety procedures
P4 assess the risks associated with these hazards and whether these risks are acceptable according to legal and organisational requirements
P5 consult an appropriate person when assessing the risks is beyond your level of competence
P6 report any unacceptable risks following legal and organisational requirements
P7 continue to monitor for new hazards and assess their risks on an ongoing basis

You must be able to:

Contribute to developing and maintaining normal and emergency operating procedures

P8 put in place the procedures to keep risks to an acceptable level
P9 make sure these procedures are consistent with legal and organisational requirements
P10 give relevant people the information they need about procedures and encourage and motivate them to follow these procedures
P11 intervene effectively when procedures are not being followed
P12 continue to review and adapt procedures when necessary
P13 gather feedback from relevant people on how well procedures are working
P14 use this feedback to improve procedures

You must be able to:

Contribute to maintaining and improving procedures for the protection of vulnerable participants

P15 carry out your responsibilities for the protection of vulnerable participants according to organisational and legal requirements
P16 give relevant people the information they need about policies and procedures and encourage and motivate them to follow these
P17 intervene when policies and procedures are not being followed
P18 encourage relevant people to report any suspicions they have about possible abuse
P19 follow the correct procedures when there are suspicions of possible abuse
P20 protect, and encourage others to protect, confidential information
P21 make sure staff involved in cases of suspected abuse receive any

	support they may need
P22	gather feedback from relevant people on how well procedures are working
P23	use this feedback to improve procedures

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Knowledge and understanding

You need to know and understand:

K1 the key requirements of health and safety legislation that affect your area of work
K2 your organisation's health, safety and security procedures and policies
K3 principles of the duty of care
K4 definition of 'health' as it covers emotional/psychological health
K5 equipment manufacturers' guidelines, as appropriate to your work
K6 National Governing Body guidance relating to activities, where appropriate to your work
K7 knowledge of relevant operating procedures regarding health and safety
K8 the possible impact of weather on health and safety in your area of responsibility
K9 how to exercise authority and leadership in potentially hazardous situations
K10 the types of untoward incidents (including 'near misses') relating to activities, participant and staff behaviour and environmental damage, which may occur and why they should be reported
K11 the importance of identifying hazards and assessing risks
K12 the importance of involving as many relevant people as possible in identifying hazards and assessing risks
K13 how to involve others in identifying hazards
K14 the information which needs to be collected to make an effective risk assessment and how to collect, evaluate and record such information
K15 the types of hazards which are likely to be present in your area of responsibility
K16 how to identify existing hazards and controls
K17 what are risk acceptance criteria and how to determine these
K18 how to assess risks
K19 how to determine when risks are unacceptable according to organisational, local and national requirements
K20 own technical limitations when assessing risks and who are the competent specialists who need to be consulted when a risk or hazard is beyond own limitations
K21 the importance of continuing to monitor for new hazards and assessing the risks presented by these
K22 the importance of safety procedures to manage risks in own area of responsibility
K23 why it is important to involve as many people as possible in developing such safety procedures and how to do so
K24 how to develop safety procedures which are consistent with a risk assessment
K25 the circumstances in which appropriate authorities would have to be

informed about lack of effective risk management
K26 who are the appropriate authorities and how to inform them
K27 effective methods of promoting safety to participants and staff
K28 how to make sure participants and staff know and adhere to the relevant safety requirements
K29 why participants and colleagues should be encouraged to take responsibility for their own safety
K30 the importance of reviewing and adapting procedures on an ongoing basis
K31 the importance of monitoring the implementation of safety procedures and of intervening promptly when these are not being followed
K32 why participants and staff should be actively encouraged to provide feedback on risks, hazards and ground rules
K33 how to encourage such feedback effectively
K34 how to use participant and staff feedback to improve ground rules
K35 the types of incidents and emergencies which are likely to occur and how to deal with these
K36 how to ensure that other team members respond effectively to incidents and emergencies
K37 how to decide what type of assistance is appropriate to the incident and emergency and how to summon such assistance
K38 information which the people providing assistance will need to know
K39 own level of competence and responsibility in relation to an emergency or incident
K40 how to record and report incidents and emergencies
K41 how to recommend new approaches which might prevent emergencies and incidents being repeated
K42 the importance of effective protection for vulnerable participants
K43 who are vulnerable participants
K44 key requirements of legislation for child protection
K45 other types of vulnerable people who may need similar protection and legal requirements in relation to these
K46 your organisation's policies and procedures for the protection of vulnerable participants and your responsibilities
K47 the main risks to children and other vulnerable people and procedures – for example Criminal Record Bureau checks – that must be used to ensure protection
K48 the importance of checking that protection procedures are being followed and how to do so
K49 how to respond when there are suspicions of abuse according to organisational and legal requirements
K50 why it is important to collect, assess and share information about possible abuse
K51 reporting procedures relating to abuse
K52 types of support that you or your colleagues may need and how to

	access such support
K53	the rules and guidelines covering the confidentiality of information relating to abuse

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Additional Information

Scope/range related to performance criteria

1. **relevant people**
   - 1.1. colleagues and team members
   - 1.2. participants
   - 1.3. clients
   - 1.4. spectators
   - 1.5. facility owners

2. **hazards**
   - 2.1. to health
   - 2.2. to safety
   - 2.3. to security

3. **procedures**
   - 3.1. normal operating procedures
   - 3.2. emergency operating procedures

4. **risks**
   - 4.1. to health
   - 4.2. to safety
   - 4.3. to security

5. **abuse**
   - 5.1. physical
   - 5.2. neglect
   - 5.3. emotional
   - 5.4. sexual
   - 5.5. bullying

6. **procedures**
   - 6.1. normal operating procedures
   - 6.2. emergency operating procedures

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