
Overview

This unit is about helping to develop your sport or activity by promoting participation and dealing with any complaints or suggestions about products and services related to the sport or activity. The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-4) describes the three things you have to do. These are:

1. Promote the sport or activity and opportunities to take part
2. Respond to complaints and suggestions about products and services offered by the sport or activity

The third part (page 5) describes the knowledge and understanding you must have.

Target Group

This unit is for staff who are involved in activity leadership, usually in a sports development role.

SKLALB11 (SQA Unit Code - FA41 04)

Support the development of the sport or activity

Performance criteria

Promote the sport or activity and opportunities to take part

You must be able to:

- P1 proactively provide participants with **information** on the sport or activity and opportunities to participate
- P2 emphasise the benefits of taking part
- P3 deal with **enquiries** about opportunities to participate in a positive manner
- P4 provide **information** to participants which promotes access to further opportunities to take part, appropriate to their ability and potential
- P5 ensure **information** is accurate and up- to-date
- P6 refer **enquiries** which you cannot deal with personally to a source which is likely to provide a satisfactory answer

Respond to complaints and suggestions about products and services offered by the sport or activity

You must be able to:

- P7 respond to **complaints and suggestions** promptly and politely, maintaining privacy and confidentiality where appropriate
- P8 promptly sort out the **complaints and suggestions** which you can handle personally
- P9 explain any further action to be taken concerning the **complaints or suggestions** and inform the relevant authority
- P10 match information about **services and products** to the individual's request
- P11 refer requests for information outside your knowledge and area of responsibility, to an appropriate person or agency

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Support the development of the sport or activity

Knowledge and understanding

You need to know and understand:

For the whole unit

- K1 services and products produced by, or relevant to, the sport or activity
- K2 sources of additional information on the sport or activity
- K3 materials available to promote the sport or activity

You need to know and understand:

Promote the sport or activity and opportunities to take part

- K4 national structure and organisation of the sport or activity
- K5 how to respond to enquiries in a positive manner'

You need to know and understand:

Respond to complaints and suggestions about products and services offered by the sport or activity

- K6 complaint's procedures
- K7 how to respond to suggestions and complaints in a positive manner'

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Support the development of the sport or activity

Additional Information

Scope/range related to performance criteria

Promote the sport or activity and opportunities to take part

From your work you must show that you have dealt with one of the following types of:

1. enquiry
 - 1.1. spoken
 - 1.2. in writing

and provided two of the following types of

2. information
 - 2.1. future sessions
 - 2.2. other sessions
 - 2.3. equipment appropriate to the sport or activity
 - 2.4. publications on the sport or activity

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

Respond to complaints and suggestions about products and services offered by the sport or activity

From your work you must show that you have responded to both of the following types of:

3. complaints and suggestions
 - 3.1. aspects of delivery within your area of responsibility
 - 3.2. aspects of delivery outside your level of responsibility

matched information about both of the following types of:

4. services and products
 - 4.1. services you provide
 - 4.2. services provided by the sport or activity

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Glossary

Appropriate person or agency

national governing body or its equivalent

Confidentiality

ensuring that only people who are authorised to have certain information receive it

Opportunities to participate

for example, in activity sessions, coaching sessions, competitions

Participants

people taking part in the sport or activity

Relevant authority

usually someone in the governing body for the sport or line manager

Links to other NOS

1. This unit links closely with D21, D22 and D23.

Place in the NVQ/SVQ Framework

2. This unit is an option in the level 2 Activity Leadership NVQ/SVQ.

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