

SKAD214 (SQA Unit Code - FA4E 04)

Support equality and diversity in active leisure and recreation



Overview

Effective customer care is a key objective for organisations who want to reach out to the widest section of the community possible. This can only be achieved if your organisation tries to meet the diverse needs of the community you serve and overcome inequalities and barriers to participation. This will include the way you interact with customers and participants from a variety of backgrounds.

The unit is divided into two parts. The first part describes what you have to do. This is

1. treat people equally and in a way that respects diversity

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

The unit is recommended for people involved in the direct delivery of active leisure and recreation to customers and participants.

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Performance criteria

You must be able to:

- P1 keep up-to-date with your organisation's policies and values for equality and diversity
- P2 identify what your organisation's policies and values mean for your area of work
- P3 work in a way that:
 - P3.1. respects individuals' beliefs, needs and preferences
 - P3.2. is inclusive through your behaviour and language
 - P3.3. helps people to take part to the best of their abilities
- P4 correctly deal with and report behaviour and practice that discriminate against people
- P5 identify and report any barriers to people getting the best from your service
- P6 suggest ways the organisation could remove or reduce barriers
- P7 give people information about complaints procedures when they need it and help them to use these procedures
- P8 seek advice when you have problems implementing equality and diversity

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Knowledge and understanding

You need to know and understand:

- K1 how to find out about current legal and organisational requirements for equality and diversity
- K2 the current legal requirements for equality and diversity as relevant to your work and your organisation's policies
- K3 how to identify how your organisation's policies affect your own work
- K4 the diversity of people in the community you serve
- K5 ways in which people can be discriminated against
- K6 the most common barriers to people taking part in the services your organisation provides
- K7 why it is important to give people information about your organisation's approach to equality and diversity
- K8 examples of how you can work in a way that respects beliefs, needs and preferences
- K9 examples of how you can work in a way that does not discriminate
- K10 examples of how you help people take part to the best of their ability
- K11 the importance of exploring and challenging assumptions that you or others may have about your actual and potential customers
- K12 types of words and behaviour from staff and customers that are inconsistent with valuing equality and diversity and how to make sure these are challenged
- K13 why it is important to report concerns you may have about discrimination
- K14 how to respond correctly to behaviour and practice that might discriminate against people
- K15 how to report behaviour and practice that might discriminate against people
- K16 your organisation's complaints procedures
- K17 why complaints procedures are important and why you should help customers to use them
- K18 appropriate people in your own organisation with whom you should work on issues to do with equality and diversity

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Additional information

Scope/range related to performance criteria

1. **equality and diversity** in terms of
 - 1.1 sex
 - 1.2 race/culture/language
 - 1.3 disability
 - 1.4 religion
 - 1.5 health
 - 1.6 economic and social status
 - 1.7 age
 - 1.8 sexual orientation

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