

# SKAB229 (2)

## Plan and organise services



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### Overview

This unit is about planning and implementing services which are requested by an external customer or line manager. The operations must meet organisational and legal requirements, in particular those relevant to health and safety. Contexts for this unit could be planning programmes or events for a sports/leisure centre, outdoor activity centre or fitness club or planning and implementing any important aspect of the organisation's work. Sports development programmes would also be an acceptable context.

The unit is divided into two parts. The first part describes the two things you have to do. These are:

1. plan services and operations to meet requirements and expectations
2. monitor and maintain services and operations

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

This unit is for first line managers and sports development staff operating at this level.

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### Performance criteria

*You must be able to:*

#### **Plan services and operations to meet requirements and expectations**

- P1 obtain available information on the **requirements** for **services** and **operations**, and check this information for completeness and accuracy
- P2 identify the implications of these **requirements**, any problems which may arise, and resolve these with the **relevant people**
- P3 plan the work so that the **requirements** for **services** and **operations** can be met within organisational procedures and legal requirements
- P4 make sure your plans meet requirements for equality and diversity
- P5 plan for likely contingencies
- P6 communicate these plans and **requirements** to team members and make clear their roles, responsibilities, targets and schedules
- P7 encourage team members to suggest methods of improving the planned **services** and **operations**
- P8 keep records of operational plans complete, accurate and up-to-date

*You must be able to:*

#### **Monitor and maintain services and operations**

- P9 **monitor operations** and **services**, identify variations from plans and take prompt **corrective action**
- P10 identify and respond to incidents, accidents and emergencies following the emergency action plan
- P11 make sure that equipment and facilities are checked following **operations**, and dealt with according to organisational and legal requirements
- P12 evaluate **operations** for effectiveness and efficiency, and note and report any improvements for the future
- P13 make sure that records of **services** and **operations** are accurate and up-to-date

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### Knowledge and understanding

*You need to know and understand:*

- K1 the overall importance to the organisation and its customers of ensuring that services and operations meet requirements
- K2 sources of information on requirements
- K3 equal opportunities considerations which might affect customer expectations – for example special arrangements for disabled customers or women only sessions
- K4 the importance of clarifying and resolving problems with the line manager and customer
- K5 when to discuss problems with the line manager and when to discuss problems with the customer
- K6 the types of problems which often occur when trying to put requirements and expectations into action
- K7 organisational procedures for planning and implementing services and operations
- K8 work planning methods
- K9 legislation which impacts on the planning and implementation of services and operations (for example, the Health and Safety at Work Act, Control of Substances Hazardous to Health Regulations)
- K10 legal, organisational and best practice requirements for equality and diversity in relation to planning and implementing services
- K11 why it is important to brief team members fully on plans and requirements and how to do so
- K12 why it is important to encourage team members to make suggestions and how to do so
- K13 records which need to be kept up-to-date
- K14 the importance of careful monitoring of services and operations
- K15 direct and indirect monitoring methods
- K16 common variations from plans and appropriate types of corrective action to take in response to these
- K17 the types of potential incidents, accidents and emergencies which may occur during services and operations
- K18 the importance of reporting potential incidents, accidents and emergencies
- K19 how to identify potential incidents, accidents and emergencies and recommend ways of avoiding them in the future
- K20 procedures for checking equipment and facilities
- K21 problems which may occur with equipment and facilities following operations and how to deal with these
- K22 the importance of evaluating services and operations and how to do so

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### Additional Information

#### Scope/range related to performance criteria

1. **requirements**
  - 1.1. performance requirements
  - 1.2. programme
  - 1.3. individual customer
2. **services**
  - 2.1. routine
  - 2.2. non-routine
3. **operations**
  - 3.1. environment
  - 3.2. equipment
  - 3.3. internal staffing
  - 3.4. external staffing
  - 3.5. for participants
  - 3.6. for spectators
4. **relevant people**
  - 4.1. line manager
  - 4.2. external customer
5. **monitoring**
  - 5.1. direct
  - 5.2. indirect
6. **corrective action**
  - 6.1. direct
  - 6.2. indirect
  - 6.3. short-term
  - 6.4. medium term

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