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**Overview**

This standard is about overseeing the provision of residential facilities and services to participants, usually as part of an outdoor education, training or recreation experience.

This standard covers four outcomes. These are:

- 1 supervise participants' arrival
- 2 supervise participants' daily arrangements
- 3 organise participants' sleeping arrangements
- 4 supervise participants' departure

This standard is for experienced staff working in the outdoors who are capable of working without direct supervision

**Performance  
criteria**

**Supervise participants' arrival**

- You must be able to:
- P1 collect the necessary information about the **participants and others** , their **needs** and their programme
  - P2 check that accommodation and catering arrangements meet the **participants** and **others'** known **needs**
  - P3 make sure the required staff, facilities and equipment are ready for the **participants** and **others'** arrival
  - P4 make sure the arrival process follows organisational regulations and procedures
  - P5 resolve queries and issues raised by **others** and **participants** following organisational regulations and procedures
  - P6 clarify with **others** contentious and conflicting issues
  - P7 seek feedback from the **participants** and **others** on their satisfaction with facilities and arrangements
  - P8 follow up **events and issues** with individuals, following organisational regulations and procedures

**Supervise participants' daily arrangements**

- You must be able to:
- P9 make sure that arrangements and resources relating to **participants** and **others'** daily residential **needs** are available and meet organisational regulations and procedures
  - P10 make sure staff and **participants** and **others** understand the arrangements and have an opportunity to ask questions and give **feedback**
  - P11 make sure **participants** and **others'** daily residential **needs** are met
  - P12 deal with requested changes and queries to the arrangements following organisational regulations and procedures
  - P13 maintain customer care throughout the process in accordance with your organisational regulations and procedures

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### Organise participants' sleeping arrangements

- You must be able to:
- P14 ensure that **participants** and **others** understand the **sleeping arrangements**
  - P15 supervise the organisation of **sleeping arrangements** with **participants**, **others** and **colleagues** following organisational regulations and procedures
  - P16 ensure there are security arrangements for the **participants** and **others** involved
  - P17 manage any issues which occur in line with organisational regulations and procedures
  - P18 seek feedback from **others** and **participants** regarding **sleeping arrangements**
  - P19 respond to feedback in line with organisational regulations and procedures and the aims of the programme

### Supervise participants' departure

- You must be able to:
- P20 make sure **others** have the relevant information concerning the **participants'** planned departure
  - P21 make sure the **participants** understand the arrangements and procedures for departure, including the importance of not leaving property behind
  - P22 make sure that **participants**, **others** and the facilities and equipment are ready for departure
  - P23 make sure the departure goes according to plan
  - P24 resolve queries and issues raised by **participants** and **others** following organisational regulations and procedures
  - P25 seek **feedback** from the **participants** on their satisfaction with departure arrangements
  - P26 follow up **events and issues** with individuals, following organisational regulations and procedures

**Knowledge and understanding**

**Supervise participants' arrival**

**You need to know and understand:**

- K1 why it is important to ensure that the participants arrival goes well
- K2 what information is required before and during participants' arrival
- K3 the accommodation and catering arrangements appropriate to a range of different types of participants and programmes
- K4 particular needs which participants may have for accommodation and catering
- K5 the facilities and equipment which may be required for participants' arrival
- K6 why it is important to maintain organisational procedures for supervising arrival
- K7 the types of contentious and conflicting issues which may occur and when to seek clarification
- K8 why it is important to seek feedback from the participants on the arrangements and facilities
- K9 the types of events and issues which may arise during arrival and how to deal with these following relevant organisational procedures

**Supervise participants' daily arrangements**

**You need to know and understand:**

- K10 the importance of following organisational policies and procedures relating to supervising participants and others
- K11 how to make sure that arrangements and resources relating to participants' daily residential needs are available
- K12 the types of residential needs which participants may have
- K13 how to make sure participants and others understand the arrangements and have an opportunity to ask questions and give feedback
- K14 the importance of continuing to supervise the participants' daily organisation
- K15 how to make sure participants' daily residential needs are met
- K16 the types of requested changes which may occur and how to deal with these
- K18 the importance and sensitivities related to bedtimes and sleeping arrangements as a key aspect of the residential experience
- K19 how to maintain customer care throughout the process  
the principles of quality internal and external customer care

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### **Organise participants' sleeping arrangements**

You need to know  
and understand:

- K20 the importance of following organisational procedures and legal requirements relating to sleeping arrangements
- K21 the importance of providing sleeping arrangements which meet the needs of the participants and the programme
- K22 how to organise sleeping arrangements for participants
- K23 the importance of adhering to security arrangements for participants particularly children and young people
- K24 why it is important to make sure participants are aware of sleeping arrangements
- K25 the types of requested changes to sleeping arrangements which may be made, the reasons for these and how to deal with them in line with the aims of the programme
- K26 the importance of supervising the organisation of sleeping arrangements and how to do this with sensitivity according to the different types of participants
- K27 issues which may occur and how to deal with these
- K28 the importance of seeking feedback about the residential experience

### **Supervise participants' departure**

You need to know  
and understand:

- K29 why it is important to make sure departure goes smoothly and to adhere to organisational regulations and procedures
- K30 why it is important to maintain an overview of the departure and how to do so
- K31 which information is relevant to participants and others concerning the planned departure
- K32 how to make sure participants and others have the information they require concerning the planned departure
- K33 why it is important to make sure the participants and others understand the arrangements and procedures for departure, including the importance of not leaving property behind
- K34 facilities and equipment which may need to be organised for the departure
- K35 how to make sure the departure goes according to plan
- K36 how to resolve queries and issues raised by participants and others

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- K37 how to seek feedback from the participants and others on their satisfaction with departure arrangements
  - K38 how to analyse and respond to feedback from the participants and others on their satisfaction with the residential experience
  - K39 how to follow up events and issues with individuals, following organisational regulations and procedures

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**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Participants</b>
	1.1	adults
	1.2	children and young people
	1.3	groups whose members do not know each other
	1.4	participants with particular needs in relation to the activity
	1.5	individuals
	1.6	groups
	<b>2</b>	<b>Colleagues</b>
	2.1	more senior staff
	2.2	working at the same level
	2.3	those working in supporting roles
	<b>3</b>	<b>Others</b>
	3.1	clients
	3.2	parents
	3.3	other adults such as party leaders
	<b>4</b>	<b>Needs</b>
	4.1	accommodation
	4.2	food and drink
	4.3	special dietary requirements
	4.4	personal support
4.5	cultural and religious	
<b>5</b>	<b>Sleeping arrangements</b>	
5.1	indoors	
5.2	outdoors	
5.3	single	

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5.4 shared

5.5 off-site

5.6 timings

**6 Events and issues**

6.1 lost property

6.2 missing persons

6.3 complaints

6.4 suggestions

**7 Feedback**

7.1 formal

7.2 informal

7.3 positive

7.4 negative

7.5 suggestions for improvement



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**Glossary**

**Internal and external customers**

Internal customers are people who work directly in your organisation or possibly indirectly in partner or sub-contractor organisations. External customers usually who have paid, or who you would like to treat as if they have paid.

**Organisational regulations and procedures**

Typically, these documents will set out the standards, procedures and requirements for activity delivery. They may include equipment lists, outline session plans, safety points and procedures. They also may make reference to specific NGB (National Governing Body) or other relevant national activity bodies in terms of information and guidelines related to activities. The documents may also make reference to staffing levels and standards in terms of ratios, qualifications and training/assessment undertaken, which may link to NGBs, technical advisers and other external or internal features. Good quality documents have many uses and may be needed by a range of internal and external parties and stakeholders. The documents help to communicate to staff and others clear and consistent information.

SKAOP17 (SQA Unit Code - HF16 04)  
Organise residential experiences



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