

# SKAC39 (SQA Unit Code - D1NR 04)

## Supervise residential experiences



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### Overview

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

The unit is divided into parts.

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

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

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

This unit is 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:*

#### **Supervise participants' arrival**

- P1 have all the relevant information about the participants, their needs and their programme
- P2 check that accommodation and catering arrangements meet the participants' known needs
- P3 make sure the required staff, facilities and equipment are ready for the participants' arrival
- P4 make sure the arrival process goes as planned
- P5 resolve queries and issues raised by staff and participants following organisational and legal standards and procedures
- P6 clarify with relevant staff contentious and conflicting issues
- P7 seek feedback from the participants on their satisfaction with facilities and arrangements
- P8 follow up events and issues with relevant individuals, following organisational standards and procedures

*You must be able to:*

#### **Supervise participants' daily organisation**

- P9 make sure that arrangements and resources relating to participants' daily residential needs are available and appropriate according to organisational and legal standards and procedures
- P10 make sure staff and participants understand the arrangements and have an opportunity to ask questions and give feedback
- P11 make sure participants' daily residential needs are met
- P12 deal with requested changes to the arrangements following organisational and legal standards and procedures
- P13 maintain an ethos and spirit of quality internal and external customer care throughout the process

*You must be able to:*

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

- P14 ensure that all staff and participants understand the sleeping arrangements
- P15 deal with requested changes and queries according to organisational procedures and legal requirements and the aims of the programme
- P16 supervise the organisation of sleeping arrangements with participants and staff, taking into account the sensitivity and importance of this aspect of the residential experience
- P17 ensure there are adequate security arrangements for the participants involved
- P18 deal with issues which occur in line with organisational procedures and legal requirements
- P19 seek feedback from staff and participants regarding sleeping

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arrangements

- P20 deal with feedback in line with organisational procedures and the aims of the programme

*You must be able to:*

#### **Supervise participants' departure**

- P21 make sure you and other staff have the relevant information concerning the participants' planned departure
- P22 make sure the participants understand the arrangements and procedures for departure, including the importance of not leaving property behind
- P23 make sure that you, other staff and the required facilities and equipment are ready for departure
- P24 make sure the departure goes according to plan
- P25 resolve queries and issues raised by staff and participants according to organisational procedures and legal requirements
- P26 seek feedback from the participants to on their satisfaction with departure arrangements
- P27 follow up events and issues with relevant individuals, following organisational procedures

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### Knowledge and understanding

*You need to know and understand:*

#### **Supervising arrival**

- K1 why it is important to ensure that the participants arrival goes well
- K2 information required before and during participants' arrival
- K3 accommodation and catering arrangements appropriate to a range of different types of participants and programmes
- K4 particular needs which people may have for accommodation and catering, including cultural and religious ones
- K5 the facilities and equipment which may be required for participants' arrival
- K6 why it is important to maintain an overview of the arrival process and how to do so
- K7 the types of issues and queries which may arise during arrival and how to deal with these
- K8 the relevant organisational procedures and legal requirements which apply, including those covering working with children
- K9 the types of contentious and conflicting issues which may occur, how to seek clarification and from whom
- K10 why it is important to seek feedback from the participants on the arrangements and facilities
- K11 events and issues which may need following up after arrival and what to do

*You need to know and understand:*

#### **Supervising participants' daily arrangements**

- K12 the importance of continuing to supervise the participants' daily organisation
- K13 the types of residential needs which participants may have and the organisational procedures and legal requirements which apply
- K14 the types of requested changes which may occur and how to deal with these
- K15 the principles of quality internal and external customer care

*You need to know and understand:*

#### **Sleeping arrangements**

- K16 the importance of providing sleeping arrangements which meet the needs of the participants and the programme
- K17 how to organise the types of sleeping arrangements listed in the range for the types of participants
- K18 security arrangements appropriate to certain types of participants, for example children and young people
- K19 why it is important to make sure participants are aware of sleeping arrangements
- K20 the types of requested changes to sleeping arrangements which may be

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made, the reasons for these and how to deal with them in line with the aims of the programme

- K21 the importance of supervising the organisation of sleeping arrangements and how to do this with sensitivity according to the different types of participants
- K22 issues which may occur and how to deal with these
- K23 relevant organisational procedures and legal requirements
- K24 the importance of seeking feedback on sleeping arrangements and how to get and respond to such feedback

*You need to know and understand:*

#### **Supervising departure**

- K25 why it is important to make sure departure goes smoothly
- K26 information which needs to be held by the candidate and other staff
- K27 why it is important to ensure the participants understand the departure arrangements and how to do this
- K28 facilities and equipment which may need to be organised for the departure
- K29 why it is important to maintain an overview of the departure and how to do so
- K30 queries and issues which may arise and how to deal with these according to organisational procedures and legal requirements
- K31 the importance of feedback and how to get it
- K32 how to deal with the range of events and issues

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### Additional Information

#### Scope/range related to performance criteria

1. **participants**
  - 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 programme
  - 1.5. mixed sex groups
  
2. **needs**
  - 2.1. accommodation
  - 2.2. food and drink
  - 2.3. special dietary requirements
  - 2.4. personal support
  
3. **sleeping arrangements**
  - 3.1. indoors
  - 3.2. outdoors
  - 3.3. single
  - 3.4. shared
  - 3.5. off-site
  
4. **events and issues**
  - 4.1. lost property
  - 4.2. missing persons
  - 4.3. complaints
  - 4.4. suggestions

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**Suite** Outdoor Programmes

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