

# SKAC21 (SQA Unit Code - FA3L 04)

## Help to maintain facility areas



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### Overview

Sport and recreation areas must be clean and tidy. Customers expect this and will not come back to a facility which is dirty and untidy. Above all, the facility must be safe. This is a legal requirement, and all employees – including yourself – are responsible for looking for and reporting hazards.

To achieve this unit you must be working under the direct supervision of a more experienced colleague who will check what you have done with them.

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

1. check facility areas
2. tidy facility areas
3. clean facility areas

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

The third part gives some examples and explanations of some words we use in this unit.

This unit is for new/junior staff working in a sport and activity environment.

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### Performance criteria

*You must be able to:*

#### **Check facility areas**

- P1 check the areas you have been asked to, following the correct procedures
- P2 identify possible problems
- P3 take the correct action to deal with these problems, according to your instructions
- P4 report any problems clearly and accurately to a more senior colleague

*You must be able to:*

#### **Tidy facility areas**

- P5 deal with waste and rubbish without delay, following your organisation's procedures
- P6 identify and report any hazardous waste and rubbish to a senior colleague
- P7 dispose of waste and rubbish safely and hygienically
- P8 leave the area in a safe and tidy condition
- P9 follow the correct procedures for dealing with customers' property

*You must be able to:*

#### **Clean facility areas**

- P10 wear the correct protective clothing
- P11 cause as little disruption as possible to other people in the area
- P12 set up warning notices in the area you are cleaning
- P13 use the equipment and materials you have been asked to
- P14 use the equipment and materials safely, efficiently and correctly
- P15 make sure the area meets your organisation's standards for cleanliness when you have finished
- P16 leave the equipment and materials in a condition fit for future use when you have finished

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### Knowledge and understanding

*You need to know and understand:*

#### **For the whole unit**

K1 why health, safety, cleanliness and tidiness are important in a sport and recreation facility

*You need to know and understand:*

#### **Check facility areas**

K2 your responsibilities under the Health And Safety At Work Act

K3 the procedures you must follow for checking facility areas and dealing with any problems you find

K4 the types of problems that you are likely to find in a facility area

K5 how to look for and identify the types of problems you are likely to find

K6 the types of problems you are allowed to deal with yourself and the types of problems you should report to others

K7 who you should report problems to

K8 why reports should be made clearly and quickly

*You need to know and understand:*

#### **Tidy facility areas**

K9 the types of waste and rubbish you may find in the facility

K10 how to deal with each type of waste and rubbish correctly

K11 the types of waste that are hazardous

K12 how you should deal with hazardous waste

K13 the procedures you should follow when dealing with customers' property

K14 the procedures you should follow if you think an object is suspicious

*You need to know and understand:*

#### **Clean facility areas**

K15 why it is important to disrupt other people as little as possible when you are cleaning

K16 why you should display warning notices

K17 where you should position warning notices

K18 your organisation's standards of cleanliness

K19 how to leave cleaning equipment and materials in a state fit for future use

K20 appropriate clothing to wear when cleaning

K21 why it is necessary to wear appropriate clothing when cleaning

K22 the manufacturers' guidelines for the cleaning agents you are using

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### Additional Information

#### Scope/range related to performance criteria

1. **area**
  - 1.1. activity areas
  - 1.2. non-activity areas
  - 1.3. outdoor areas
2. **problem**
  - 2.1. health and safety hazards
  - 2.2. faulty equipment
  - 2.3. damage
  - 2.4. dirt and untidiness
  - 2.5. security hazards
3. **action**
  - 3.1. dealing with the problem yourself
  - 3.2. reporting the problem
4. **area**
  - 4.1. activity areas
  - 4.2. non-activity areas
  - 4.3. outdoor areas
5. **property**
  - 5.1. clothing
  - 5.2. valuables
  - 5.3. suspicious objects

#### Glossary

##### **Activity areas**

Areas where sport and recreation activities take place

##### **Non-activity areas**

For example, reception areas, corridors, changing rooms

##### **Manual equipment**

For example, mops and buckets

##### **Powered equipment**

For example, an electric floor cleaner

##### **Responsible colleague**

For example, your supervisor or a more senior colleague

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### Links to other NOS

This unit links closely with unit SKAC35

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**Suite** Sport and Active Leisure

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