
Overview

This standard is about providing recreational experiences in the outdoors.

This standard covers three main outcomes:

- 1 Establish the foundations of the recreational activity
- 2 Facilitate outdoor experiences to meet the recreational needs of participants
- 3 Manage the physical and emotional well-being of participants

This standard is for staff with some experience working in the outdoors who are capable of working without direct supervision. Typical contexts will be working with adults, children and young people such as an activity holiday centre or during a travelling holiday in the UK or overseas to deliver recreational outcomes.

**Performance
criteria**

Establish the foundations of the recreational activity

- You must be able to:
- P1 interact with the **participants** according to the requirements of the activity and the organisational regulations and procedures
 - P2 ensure the **participants** understand how to use the equipment and clothing
 - P3 provide a location and resources which meet **participants'** needs, organisational regulations and procedures
 - P4 encourage the **participants** to get the most from the recreational **experience**
 - P5 reassure the **participants** about any aspects of the **experience** they may be concerned about

Facilitate outdoor experiences to meet the recreational needs of the participants

- You must be able to:
- P6 complete an **needs analysis** for participants
 - P7 set realistic **goals** for the **participants**
 - P8 provide challenging activities for the **participants**
 - P9 support, manage and encourage the **participants** to ensure their needs are met
 - P10 provide the **participants** with the opportunity to review the recreational **experience**
 - P11 provide **participants** with information about how to pursue the activity in the future

Manage the physical and emotional well-being of participants

- You must be able to:
- P12 follow organisational regulations and procedures for the activity
 - P13 manage risk to keep the activity as safe as necessary taking account of the benefits of risk taking
 - P14 monitor for the onset of physical and emotional danger, including **adverse conditions**
 - P15 encourage **participants** to take responsibility for individual and group safety
 - P16 encourage **positive behaviour** and deal effectively with **unacceptable**

behaviour

- P17 intervene as necessary to prevent or limit harm
- P18 recognise and manage the physical and emotional limits of **participants** and enable them to maintain dignity and self-respect
- P19 maintain and vary ground rules according to organisational regulations and procedures and **participant** requirements
- P20 respond to incidents and emergencies in line with organisational regulations and procedures

Knowledge and understanding

Establish the foundations of the recreational activity

You need to know and understand:

- K1 the equipment and clothing to suit the experience
- K2 how to create an effective listening environment that encourages participants to air their views
- K3 the types of attitude and behaviour that encourages fun and enjoyment within the boundaries of safety
- K4 why it is important to ensure the participants understand how to use the equipment and clothing while maximising the recreational experience
- K5 how to encourage the participants to get the most from the recreational experience
- K6 why participants need to be fully briefed on the experience and its aims and objectives
- K7 the necessary ground rules, **health and safety**, organisational regulations and procedures requirements that underpin them including
- K8 how to reassure the participants about any aspects of the experience they may be concerned about and why it is important to do so
- K9 why it is important to complete an initial assessment of participant needs
- K10 motivational techniques

Facilitate outdoor experiences to meet the recreational needs of the participants

You need to know and understand:

- K11 the process and relevant recording procedure for assessing need
- K12 how to set realistic goals for the participants and the skills needed to achieve them
- K13 challenging, but non-threatening activities
- K14 typical reactions of individuals under stress
- K15 group management techniques
- K16 why it is important to provide the participants with the opportunity to review the recreational experience and how to do this
- K17 what information to provide to participants about how to pursue the activity in the future

Manage the physical and emotional well-being of participants

You need to know
and understand:

- K18 why it is important to follow organisational regulations and procedures for the activity and how to do this
- K19 risk assessment tools and techniques
- K20 how to monitor for the onset of physical and emotional danger, including adverse conditions
- K21 why it is important to encourage participants to take responsibility for individual and group safety and how to do this
- K22 the benefits of encouraging positive behaviour and of dealing effectively with unacceptable behaviour
how to intervene as necessary to prevent or limit harm
- K23 how to recognise and manage the physical and emotional limits of participants and enable them to maintain dignity and self-respect
- K24 how to maintain and vary ground rules according to health and safety requirements and participant requirements
- K25 change to 'the procedures for responding to incidents and emergencies in line with health and safety requirements

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	people with particular needs in relation to the activity
	1.5	individuals
	1.6	groups
	2	Adverse conditions
	2.1	difficult terrain
	2.2	difficult water conditions
	2.3	weather
	3	Positive behaviour
	3.1	communication
	3.2	involvement
	3.3	mutual support
	3.4	problem solving
	3.5	enthusing
	4	Unacceptable behaviour
4.1	behaviour causing physical harm	
4.2	behaviour causing emotional harm	
4.3	behaviour causing damage	
5	Goals	
5.1	individual achievement	
5.2	group achievement	

6 Needs analysis

- 6.1 attitude and behaviour
- 6.2 activity skills
- 6.3 communication skills

7 Experience

- 7.1 one session
- 7.2 multi-day
- 7.3 requiring overnight accommodation
- 7.4 co-educational
- 7.5 communication skills

Scope/range related to knowledge and understanding	1	Health and safety
	1.1	relevant health and safety legislation
	1.2	organisational procedures and requirements
	1.3	principles of the duty of care
	1.4	safeguarding
	1.5	emotional/psychological health
	1.6	licensing regulations for activities/centres
	1.7	equipment manufacturers' guidelines
	1.8	technical knowledge
	1.9	the types of contingencies
	1.10	standard emergency procedures

Skills

Listed below are the main generic skills and qualities applied to the delivery of Outdoors Programmes.

- 1 Empathy
- 2 Active listening
- 3 Coaching
- 4 Communicating
- 5 Consulting
- 6 Influencing and persuading
- 7 Delegating
- 8 Diplomacy
- 9 Empowering
- 10 Facilitating
- 11 Following
- 12 Leading by example
- 13 Managing challenging behaviour
- 14 Mentoring
- 15 Motivating
- 16 Negotiating and compromising
- 17 Obtaining feedback
- 18 Planning and evaluating
- 19 Providing feedback
- 20 Setting objectives
- 21 Valuing and supporting others

Glossary

Contingencies

Provision made for events which may occur: weather, accident and emergency and forced changes. May also include planning for behavioural or welfare issues with participants or other staff.

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.

Links to other NOS

This standard links with SKAOP10 and SKAOP12.

SKAOP11 (SQA Unit Code - HF12 04)
Facilitate outdoor recreation



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAD26
Relevant occupations	Associate Professionals and Technical Occupations; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations
Suite	Outdoor Programmes; Expedition Leadership and Management
Key words	outdoors, facilitate, recreational, participants, safety, experiences, needs, well being
