

National Unit Specification: general information

UNIT Sport and Recreation: Skills for Employment (Intermediate 1)

CODE DM7H 10

COURSE Sport and Recreation (Intermediate 1)

SUMMARY

This Unit is a mandatory Unit of the Intermediate 1 Sport and Recreation Course and has been designed to be delivered as part of that Courses integrating with the other Units within the Course.

On completion of this Unit the candidates should be able to demonstrate a positive approach when interacting with others including customers. This positive approach should include communicating appropriately, being responsive and establishing and maintaining relationships. Candidates will also have developed the ability to review their own progress, identify strengths and weaknesses and identify their own development needs.

OUTCOMES

- 1 Interact positively with customers.
- 2 Establish and maintain good working relationships with others.
- 3 Review own performance and identify areas for improvement.

RECOMMENDED ENTRY

Access to this Unit is at the discretion of the centre.

Administrative Information

Superclass: HB

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National Unit Specification: general information (cont)

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CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Interact positively with customers.

Performance Criteria

- (a) Meet centre/organisation standards for appearance and behaviour.
- (b) Greet and communicate with customers politely and clearly.
- (c) Ask appropriate questions to establish customer needs.
- (d) Respond to customer's questions and seek help from others where necessary.

OUTCOME 2

Establish and maintain good working relationships with others.

Performance Criteria

- (a) Carry out agreed duties in a specified group task.
- (b) Ensure that communication with others is clear and accurate.
- (c) Give help and assistance to others when needed.
- (d) Ask for help and advice from others when needed.

OUTCOME 3

Review own performance and identify areas for improvement.

Performance Criteria

- (a) Gather feedback from others on specified aspects of own skills and abilities.
- (b) Identify own strengths and weaknesses.
- (c) Identify areas for improvement and relevant action points.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence which covers all the Outcomes and Performance Criteria is required.

For Outcome 1 this should take the form of performance evidence for a minimum of two customer interactions, supported by an assessor checklist.

For Outcome 2 this should take the form of performance evidence for at least two activities, supported by an assessor checklist.

Assessor checklists should be based on observation, on an ongoing basis, in the workplace or a sport and recreation setting.

For Outcome 3, the evidence should take the form of two candidate review sheets — one based on an interim review, and one based on a review carried out towards the end of the candidate's involvement in activities.

It is expected that, at this level, the candidate will be given support and guidance from the assessor/person responsible before completing the final review.

The National Assessment Bank pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1 and 2, and candidate review sheets for Outcome 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT Sport and Recreation: Skills for Employment (Intermediate 1)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

An appropriate sport and recreation environment is required, where there is access to a range of relevant equipment and facilities, and where candidates have opportunities to work with a variety of customers/users. This Unit is not suitable for delivery in a conventional classroom setting.

This Unit focuses on some of the crucial employability skills in the context of a sport and recreation setting. The emphasis on developing the skills outlined in the Outcomes is essential in order to ensure that candidates understand the importance of how they deal with customers and others if they are to progress in this vocational area. This Unit also provides the opportunity to emphasise to candidates that making progress in areas of personal development by a process of review, taking feedback from others and setting targets for improvement are all integral to success in real vocational contexts.

When delivering this Unit as part of the Sport and Recreation Course at Intermediate 1, opportunities to identify, develop and practice the relevant skills in a variety of activities and situations will occur throughout the course, for example through role-play type scenarios. It is therefore strongly recommended that delivery of this Unit is integrated throughout the Course. In particular, opportunities to develop and demonstrate these skills can be found in the *Dealing with Facilities and Equipment* and *Assist with Activity Sessions* Units.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

It will be important to ensure that candidates taking this Unit are provided with advice and guidance on what is expected of them when they are involved in a sport and recreation setting. At Intermediate 1 it is not expected that candidates will be able to pick up skills and abilities simply by being involved in a practical setting for a period of time.

Candidates must be given a clear information, advice and guidance about what their role is within the organisation with regards to:

- ◆ appearance, eg wearing of a centre/organisation uniform
- ◆ behaviour, eg communications with colleagues and others including centre staff
- ◆ dealing with customers needs and questions
- ◆ working cooperatively with others in the organisation

It is also important that candidates get support and feedback from a responsible person on their self assessment and progress. This feedback should highlight aspects where they did well and areas that require improving. Discussion with candidates, using the feedback, will help in identifying action points for improvement.

National Unit Specification: support notes (cont)

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Employability Skills

During this Unit, candidates will have opportunities to develop the following employability skills:

- *Reviewing progress
- *Dealing with customers
- *Taking advice
- *Self-evaluation
- *Setting targets
- *Wearing appropriate dress
- *Working cooperatively

Achievement in all these employability skills will be clearly identified as a result of the evidence generated through the assessment activities for this Unit.

Core Skills

This Unit provides opportunities for developing aspects of Working with Others. The Unit also provides opportunities to develop the general skill of producing and responding to straightforward oral communication, particularly in the areas of:

- ◆ interacting with the customers by asking questions to identify needs and then responding to these identified needs
- ◆ discussing with the appropriate responsible person strengths and weaknesses, reviewing progress and agreeing action points

The opportunity could be taken during this Unit to emphasise that the employability skills and the relevant Core Skills indicated above, are skills which apply to a wide range of situations both in everyday life and in employment.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Evidence which covers all the Outcomes and Performance Criteria is required.

For Outcome 1, this should take the form of performance evidence for a minimum of two customer interactions, supported by an assessor checklist. An example of a customer interaction could be a customer enquiry, a booking or a complaint.

For Outcome 2, this should take the form of performance evidence, supported by an assessor checklist, for at least two activities, where the candidate is working with others in a routine specified task. Where this Unit is taken as part of the Intermediate 1 Sport and Recreation Course, these activities will arise in other Units of the Course.

Assessor checklists should be based on observation, on an ongoing basis, in the workplace or a sport and recreation setting.

For Outcome 3, the evidence should take the form of two candidate review sheets — one based on an interim review, and one based on a review carried out towards the end of the candidate's involvement in activities.

National Unit Specification: support notes (cont)

UNIT Sport and Recreation: Skills for Employment (Intermediate 1)

It is expected that, at this level, the candidate will be given support and guidance from the assessor/person responsible before completing the final review.

The National Assessment Bank pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1 and 2, and a candidate review sheet for Outcome 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard. If a centre designs its own assessments, it is recommended that they have the assessments prior verified by SQA.

As indicated above, it is strongly recommended that, when this Unit is being taken as part of the Course, delivery should be integrated throughout the Course. This means that the necessary evidence can be gathered at appropriate points during the Course rather than in a restricted 40 hour block.

In particular, opportunities to gather evidence can be found in the activities undertaken in the *Dealing with Facilities and Equipment* and *Assist with Activity Sessions* Units.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).