

National Unit Specification: general information

UNIT	Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)
CODE	DX0H 11
COURSE	Sport and Recreation (Intermediate 2)

SUMMARY

This Unit is a mandatory Unit of the Sport and Recreation (Intermediate 2) Course, and has been designed to be taken as part of that Course. In this Unit the candidate will gain experience in setting-up and dismantling and storing equipment. They will learn how to:

- ◆ move and handle equipment in compliance with manufacturers' instructions and centre/organisational requirements
- ◆ check for faults in equipment and deal with them

The candidate will gain experience in cleaning and tidying areas within the organisation, choosing the correct materials and the appropriate PPE. In addition, they will gain knowledge and understanding of the importance of relevant health and safety procedures. Candidates will learn how to demonstrate a positive approach when interacting with clients, staff and others. This positive approach will include communicating appropriately, being responsive and establishing and maintaining effective relationships.

This Unit is suitable for candidates with no previous experience but will also provide progression for candidates who have completed the Intermediate 1 Course or Units.

OUTCOMES

- 1 Assist with setting-up, dismantling and storing equipment.
- 2 Maintain facility areas in a supervised role.
- 3 Assist with and respond to client needs.

Administrative Information

Superclass:	MA
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National Unit Specification: general information (cont)

UNIT Sport and Recreation: Assist with Daily Centre Duties
(Intermediate 2)

RECOMMENDED ENTRY

While entry is at the discretion of the centre, it would be beneficial for the candidate to have attained the following or equivalent:

- ◆ *the Intermediate 1 Sport and Recreation: Dealing with Facilities and Equipment Unit*

CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

**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

UNIT Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)

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

Assist with setting-up, dismantling and storing equipment.

Performance Criteria

- (a) After discussion with the person responsible, follow the work schedule for setting-up, dismantling and storing equipment.
- (b) Check equipment prior to set-up, and set-up according to organisational/manufacturers' guidelines.
- (c) Ensure equipment is set-up on time in the correct location.
- (d) Dismantle equipment and store in correct location according to the organisation's guidelines.
- (e) Identify equipment that has been damaged or has missing parts, complete any relevant reports according to the organisation's guidelines and refer any problems to the person responsible.

OUTCOME 2

Maintain facility areas in a supervised role.

Performance Criteria

- (a) After discussion with the person responsible, carry out cleaning and tidying duties according to the daily work schedule.
- (b) Locate correct equipment and Personal Protective Equipment (PPE) for the task being undertaken.
- (c) Deal with and dispose of spillages, breakages and waste safely according to organisational policy as instructed and report in accordance with organisational policy.
- (d) Store cleaning equipment and materials safely and securely according to organisational policy.
- (e) Maintain storage areas in a safe and tidy condition and ensure that no entrances, exits and emergency exits are obstructed.
- (f) Complete any relevant reports and schedules, and refer any problems to the person responsible.

OUTCOME 3

Assist with and respond to client needs.

Performance Criteria

- (a) Respond to client needs and requests appropriately.
- (b) Maintain good client relations.
- (c) Seek help and assistance from others when appropriate.

National Unit Specification: statement of standards (cont)

UNIT Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence that covers all the Outcomes and Performance Criteria is required. This should take the form of the following performance and written and/or oral recorded evidence:

- ◆ candidate's completed work schedule — showing setting up, dismantling and storing equipment, cleaning and tidying facilities
- ◆ centre/organisation equipment and facility reports completed by the candidate
- ◆ assessor checklists
- ◆ evidence of at least three client interactions

This Unit is not suitable for delivery in a conventional classroom setting, however, simulation in a work place scenario may be used for the following Outcome and PC: Outcome 2 PC c) eg spillages.

In this Unit, candidates will be working under supervision, and will be given support and guidance by the person responsible.

Evidence should be gathered at appropriate points throughout the Unit.

The NAB item for this Unit provides templates for the documents required. These exemplify the national standard. Centres wishing to develop their own assessments should refer to the NAB to ensure that they are of a comparable standard. It is recommended that these are submitted to SQA for moderation prior to use.

National Unit Specification: support notes

UNIT Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)

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, recreation or fitness 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 clients. This Unit is not suitable for delivery in a conventional classroom setting.

This Unit covers the relevant aspects of health and safety, giving emphasis to the candidates' understanding of the reasons things are done in a particular way, in accordance with organisation policies and procedures. It also provides opportunities for candidates to interact with clients. Candidates are expected to have a working knowledge of specific materials, chemicals, equipment and legislation.

This Unit is designed to enable candidates to work with the person responsible to develop a customised work schedule for the candidate in the centre or organisation for setting-up, dismantling and storing a limited range of accessible equipment, in a real or simulated working environment.

Candidates must keep to their daily schedules to ensure that the equipment is set-up on time and in the correct location. They must:

- ◆ Check the pieces of equipment for damage or missing parts when setting up
- ◆ Check that the equipment is set up correctly according to the organisation's and manufacturers' guidelines
- ◆ Check the schedule to ensure that the equipment is dismantled and stored at the correct time and place
- ◆ Check when dismantling the equipment for damage and missing parts, and complete any relevant reports. Any problems the candidate encounters must be referred to the person responsible

When carrying out cleaning and tidying duties within the centre/organisation, candidates will have to:

- ◆ locate and use the correct PPE for each of the tasks being undertaken
- ◆ demonstrate, where possible, the correct methods of disposing of any spillages, breakages and other types of waste safely and make sure that these are carried out in line with the centre's or organisation's policies under supervision
- ◆ store the cleaning equipment and materials safely and securely in accordance with the organisations policy and current COSHH (Control of Substances Hazardous to Health) regulations

Candidates should be aware that there should be as little disruption as possible to clients and staff when carrying out these duties. As part of the daily schedule, candidates are required to maintain the facility areas, ensuring that they are kept in a safe and tidy condition and that any entrances, exits and emergency exits are not obstructed. Candidates must be able to complete the relevant reports and inform the person responsible of any problems that have occurred.

National Unit Specification: support notes (cont)

UNIT Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)

Candidates will at all times be expected to meet the centre/organisation's standards for appearance and behaviour. Candidates will engage with clients to understand their specific needs in order to assist with their requests and will at all times maintain good client relations. Where candidates cannot deal with any types of client needs themselves they must seek assistance from others.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Before starting on the activities in this Unit, assessors must ensure that candidates have a working knowledge of:

- ◆ basic health and safety knowledge for this Unit, and relevant COSHH information
- ◆ PPE relevant to the tasks being carried out
- ◆ correct methods of moving and handling equipment

Emphasis should be placed on the importance of being familiar with, and adhering to, manufacturers' and organisational instructions, policies and legal requirements for equipment and cleaning and tidying materials.

Outcome 1

In order to achieve this Outcome it is important that candidates must be given training in setting-up, dismantling and storing equipment. The following must be covered:

- ◆ using a variety of equipment both small and large, including equipment that requires the assistance of colleagues to help with moving and handling
- ◆ moving and handling skills
- ◆ how to check equipment for damage and missing parts
- ◆ how to complete relevant reports

Candidates will meet the person responsible to discuss a work schedule and this should give times throughout the day when the candidate is required to set up, dismantle and store pieces of equipment. Before and during the dismantling and storing of equipment, candidates must check equipment for damage and missing parts. These occurrences should be reported in the centre or organisation's logs and must be reported to the person responsible.

Outcome 2

In order to achieve this Outcome it is important that the candidate receives induction training specific to the centre/organisation. This should cover:

- ◆ relevant aspects of using, cleaning and storing correct cleaning and tidying procedures
- ◆ correct Personal Protective Equipment
- ◆ how to complete relevant reports

National Unit Specification: support notes (cont)

UNIT Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)

Candidates will be required, under supervision, to carry out scheduled cleaning and tidying duties, locating the correct Personal Protective Equipment and materials for the work and storing the materials correctly according to the organisation's policies. Candidates will be required to ensure that the areas within centres or organisations are maintained in a safe and tidy condition, ensuring that any entrances, exits and any emergency exits are not obstructed. While carrying out their scheduled work tasks, candidates should be aware that there should be little disruption to the day-to-day running of the centre or organisation. The candidate will be expected to show that they can complete reports and refer any problems to the person responsible.

Where aspects of performance criterion c) cannot be assessed in a real working environment, simulation may be used in a realistic workplace setting.

Outcome 3

In order to achieve this Outcome, candidates must ensure that at all times they meet the centre or organisation standards for appearance and behaviour, for example, wearing a uniform. It will be important for the candidate to:

- ◆ take part in the centre or organisation's induction programme, eg for standards of appearance and behaviour, and familiarisation with the centre or organisation's facilities
- ◆ take part in scenario type training before being assessed to help when they are working in a real working environment dealing with different client needs, for example: different genders, people with disabilities, different age groups, foreign languages and dialects

Candidates will be engaging with clients in a realistic working environment, with supervision, which means they will have to respond to client needs. Candidates will have to assist clients with their needs and requests and maintain good client relations at all times. Where the candidate cannot meet the needs of the client, they will have to seek help from another member of staff.

Employability Skills

On completion of this Unit, the candidate will have had opportunities to develop the following employability skills:

*Time management	Taking advice from others	Wearing appropriate dress
Time-keeping	Positive attitude to learning	Regular attendance
Working co-operatively with others	Setting targets	Completing tasks
Planning and preparation	Customer care/*Dealing with clients	*Awareness of relevant Health and Safety issues

Achievement in a number of these employability skills (those marked with an asterisk) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit. There are opportunities in the Unit to develop the remaining skills.

National Unit Specification: support notes (cont)

UNIT Sport and Recreation: Assist with Daily Centre Duties (Intermediate 2)

Core Skills

In this Unit, candidates will be involved in assisting with, and responding to, client needs. This provides opportunities to develop aspects of oral communication. The Unit also requires candidates to assist in activities which could involve working with other candidates and/or staff and so there may be opportunities to develop some aspects of the skill of working with others as well as aspects of problem solving.

The opportunity could be taken 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. This should take the form of the following performance and written and/or oral recorded evidence:

- ◆ candidate's completed work schedule — showing setting up, dismantling and storing equipment, cleaning and tidying facilities
- ◆ centre/organisation equipment and facility reports completed by the candidate
- ◆ assessor checklists
- ◆ evidence of at least three client interactions

This Unit is not suitable for delivery in a conventional classroom setting, however, simulation in a work place scenario may be used for the following Outcome and PC: Outcome 2 PC c) eg spillages.

In this Unit, candidates will be working under supervision, and will be given support and guidance by a responsible person.

Evidence should be gathered at appropriate points throughout the Unit.

The NAB item for this Unit provides templates for the documents required. These exemplify the national standard. Centres wishing to develop their own assessments should refer to the NAB to ensure that they are of a comparable standard. It is recommended that these are submitted to SQA for moderation prior to use.

As part of the formative assessment of the Unit, centres may also wish to use a candidate review sheet which encourages candidates to identify progress in some of the employability skills not covered by the formal assessment outlined above.

Assessor observation checklists and other assessment records should be maintained and kept up to date to keep track of candidate progress and to provide evidence for internal and external moderation purposes.

