



Sporting Events: Volunteering Teams

SCQF level 4

Unit Code: F995 10

20 hour Unit

What is this Unit about?

In this Unit you will gain the necessary knowledge and understanding, as well as developing the practical skills needed, to be able to assist with carrying out specified tasks relating to developing your own interpersonal skills. At the end of this Unit you will be able to maintain good working relationships with others and be able to review your own performance.

What should I know or be able to do before I start?

No prior experience is required before you begin this Unit. Experience in sporting events, working with others and reviewing your own performance would be beneficial.

What do I need to do?

You will need to carry out each of the following tasks:

Task 1

Describe roles and responsibilities of teams working at sporting events.

- ◆ Identify the different types of teams working at sporting events.
- ◆ Explain the different roles and responsibilities of teams.
- ◆ Identify the different recording methods used by teams in meetings.

Task 2

Participate in an activity related to maintaining good working relationships.

- ◆ Identify own and team responsibilities.
- ◆ Identify communication issues in the team.
- ◆ Report the result of the activity within your roles and responsibilities.

Task 3

Review own and team performance.

- ◆ Identify own and team strengths.
- ◆ Identify own and team weaknesses.
- ◆ Identify areas for improvement and a relevant action point.

How do I get this Unit?

- ◆ Answer questions relating to the different types of teams and their roles and responsibilities at sporting events.
- ◆ Answer questions relating to the recording methods used by teams.
- ◆ Participate in an activity which maintains good working relationship and review own and team performance.

What might this involve?

- ◆ Provide three examples of the types of teams working at sporting events and answer three questions relating to the roles and responsibilities of teams.
- ◆ Provide two examples of the recording methods used by teams.
- ◆ Undertake an activity related to maintaining good working relationships which will include you to:
 - identify responsibilities of team and self
 - identify communication issues
 - record and report the result of the activity
- ◆ Take part in reviewing your performance by:
 - collecting feedback from others, based on the specified group exercise
 - identifying two strengths and weaknesses of team and self
 - identifying an area of improvement
 - provide two action points

What can I do next?

- ◆ Complete other Units within the group award:
 - Sporting Events: Volunteering
 - Sporting Events: Volunteering Experience
 - Sporting Events: Equality and Diversity in Sport
 - Sporting Events: Customer Care
 - Sporting Events: Accidents and Emergencies
 - Sporting Events: Safety Awareness
 - Sporting Events: Conflict Resolution
- ◆ Make use of knowledge gained in this Unit when undertaking volunteering at sporting events.

Guidance for tutors

This Unit is intended to introduce candidates to developing their roles and responsibilities within the different teams which operate at sporting events, as well as identifying the recording methods used in meetings. Candidates will need to demonstrate that they can maintain good working relationships with others and review their performance while they participate in an activity.

Practical role play tasks in prepared scenarios should feature in the learning and teaching programme, for example, by using types of 'ice breaker/group team building' activities to highlight team working and the different roles people play.

For Task 1, candidates will be required to identify diverse types of teams working at sporting events as well as the different roles and responsibilities they have:

Teams: administration, security, health and safety, management, grounds people, emergency, reception, coaches, athletes. This list is not exhaustive.

Recording methods: memos, safety briefings, accident/incident reports, letters, emails, nominal roles. This list is not exhaustive.

For Task 2, candidates will take part in a tutor lead activity which will include working as part of a group, in a team scenario activity/exercise. Candidates will need to identify own and team responsibilities and identify any communication issues. A report should be given on the result of the activity, which is within the candidate's roles and responsibilities

The tutor lead activity: formal meeting, informal meeting, ice-breaker activity, initiative task activity. This list is not exhaustive.

For Task 3, candidates will be required to review their performance and that of their team's strengths, weaknesses and identify areas for improvement, as well as identifying an action point.

Tutors of this Unit may wish to integrate certain tasks together to form one assessment, for example, in Task 2, the candidate has to take part in a specified activity, and therefore Task 3 can be incorporated into this one activity.

Core Skills

There is no automatic certification of Core Skills or Core Skill components in this Unit, aspects of the Core Skill *Working with Others* may be signposted.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required.

Further advice can be found in SQA's web pages ([**www.sqa.org.uk**](http://www.sqa.org.uk))



Administrative information

Credit value

0.5 credit at (SQA level 4) (3 SCQF credit points at SCQF level 4)

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