



**Arrangements for:
Sporting Events: Personal Best
at SCQF level 4**

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

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1 Introduction

This is the Arrangements Document for the ***new Group Award in Sporting Events; Personal Best at SCQF level 4, which was validated in June 2010***. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

The National Progression Award (NPA) in Sporting Events: Personal Best is part of SQA's contribution to the legacy of the Glasgow Commonwealth Games 2014. It is one of the new suites of small group awards which cover a range of aspects relating to volunteering within a sporting context.

This award is designed to provide further articulation from existing NQ courses in Sport & Recreation to further study and to provide specific knowledge, skills and experience related too and in the context of Sporting Events.

The National Progression Award in Sporting Events: Personal Best at SCQF level 4 consists of eight mandatory units.

2 Rationale for the Group Award

This Personal Best award has been developed by SQA in partnership with the Scottish Government Partnership Group, London Olympic Organising Committee, Job Centre Plus and Volunteer Development Scotland as an integral part of the plan to identify and deliver the maximum benefits and legacy to the whole of Scotland from the Commonwealth Games in Glasgow in 2014 and the London Olympic and Paralympic Games in 2012.

There is a vast range of opportunities that staging a major sporting event in Glasgow and London can have for people in the United Kingdom. This document sets out the views on how we might best go about securing a lasting legacy primarily from the Glasgow 2014 Games, but also from the London 2012 Olympic Games as a milestone on our route to the 2014 Games. A key component of legacy is the development of the Sporting Events: Personal Best award for Scotland.

Legacy planning fits broadly into the Scottish Government's own 5 strategic objectives which reach across key areas of government:

Wealthier and Fairer
Healthier,
Safer and Stronger,
Smarter,
Greener

The vision of the Personal Best award throughout the United Kingdom is to raise the profile of volunteering amongst those furthest from the labour market, using volunteering as a means of improving skills, knowledge and experience by creating routes into employment.

Based on the philosophy of equal access and equal opportunity, the guiding principles are:

Diversity
Inclusivity
Flexibility
Mutual Respect

The original Personal Best programme has been set up as a partnership programme by the London and Skills Council (LSC), Mayor of London, Job Centre Plus and the London Development Agency (LDA). In England Personal Best is part funded by the European Social Fund. The programme is directed by an Executive Board consisting of: the Greater London Authority (GLA), Jobcentre Plus (JCP) and the London Organising Committee for the Olympic and Paralympic Games (LOCOG).

Taking this existing model for the London Olympics and Paralympic Games 2012, SQA created a Project Board in response to the need to develop a qualification as part of the strategic legacy for the Commonwealth Games 2014.

SQA have also held meetings with LOCOG to ensure this award will meet their requirements to allow candidates the opportunity to be interviewed to be a Games Time Volunteer. This will allow the award to be tried and tested for this major sporting event and ensure it will be fit for purpose for the Commonwealth Games 2014.

Personal Best Programme

The Personal Best (PB) programme is an employability initiative targeted at individuals furthest from the labour market which uses volunteering and the 2012 London Olympic Games as an incentive to attract clients to engage with and participate in the programme. Initially developed and piloted in London's five Olympic boroughs before roll out across England in 2009, the PB programme consists of a combination of engagement, advice and guidance, personal development, vocational training, volunteering experience and aftercare.

At its inception, the aim was for the PB programme to work with 20,000 people disadvantaged from the labour market and progress them towards and into employment, further education or training. Every PB graduate was also guaranteed an interview as a 2012 Games Time Volunteer provided they had started on the PB programme by December 2010. The expectation being that 10% of the 70,000 volunteer places for the Olympic Games would be filled by PB graduates.

Personal Best Pilot in Scotland

In 2009 a Scottish PB Steering Group was formed with the intention of launching a Scottish pilot to test whether the PB programme could be rolled out across Scotland to help achieve a greater legacy from the 2014 Glasgow Commonwealth Games as part of *On Your Marks...A Games Legacy for Scotland* (Scottish Government, 2009).

The Glasgow PB pilot was launched in August 2010 and ran to autumn 2011. The pilot was delivered on a partnership basis by the Glasgow LRA Network, Jobcentre Plus, John Wheatley College, Glasgow Life and Scottish

Qualifications Authority (SQA), and managed by Glasgow East Regeneration Agency (GERA).

The **PB pilot's targets** are to support 150 participants from across Glasgow¹. On completing the programme, the targets are for:

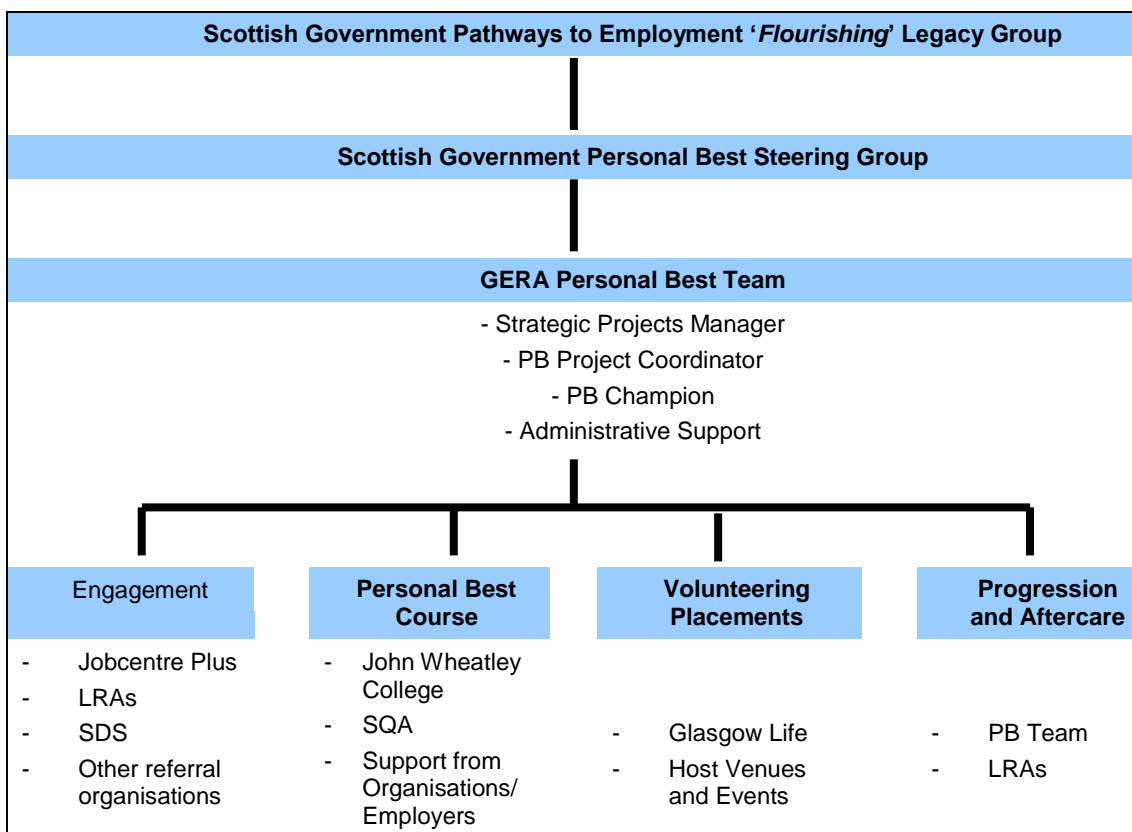
- ◆ 80% to gain a volunteer place.
- ◆ 40% to enter further education or training.
- ◆ 40% to enter employment.

Within the overall Personal Best Programme sits the Sporting Event: Personal Best qualification at SCQF level 4. Although the aim of the programme was to use the prospect of participating as a volunteer in the Olympic and Paralympic Games to encourage those hardest to reach from the labour market to gain new skills, raise their aspirations and increase their confidence. This award is open to all SQA Approved centres who meet the standard SQA approval criteria and can be utilised for a wide range of candidates. The award itself goes beyond the target audience of the Personal Best Programme.

Personal Best Organisational Structure – Strategic Overview

This section provides an overview of the organisational structure delivering and supporting the Personal Best Pilot. At its simplest, Figure 2.1 shows that there are four organisational layers to the pilot – from the strategic Scottish Government Pathways to Employment 'Flourishing' Legacy Group to the delivery organisations that are coordinated by the GERA Personal Best Team. Each of these layers is discussed below.

Figure 2.1: Personal Best Pilot Organisational Structure



Scottish Government Pathways to Employment 'Flourishing' Legacy Group

The Pathways to Employment 'Flourishing' Legacy group is one of the strategic sub-groups that delivers against *On Your Marks...A Games Legacy for Scotland* (Scottish Government, 2009). The strategy document sets out four legacy themes – *Active, Connected, Sustainable and Flourishing* – with the Pathways to Employment Group charged with the *Flourishing* skills and employment strand. Currently the Group is primarily concerned with the skills needs stemming from the Commonwealth Games and the Personal Best pilot. Coordinated by the Scottish Government, it meets approximately every 3 months and has a wide membership that includes the Scottish Government, 2014 Organising Committee, Skills Development Scotland, Jobcentre Plus, Clyde Gateway URC, Glasgow City Council, SQA and GERA.

Scottish Government Personal Best Steering Group

Below the Pathways to Employment 'Flourishing' Legacy Group, there is a smaller steering group which focuses specifically on Personal Best. Again coordinated by the Scottish Government, it meets approximately every 2 months and its membership includes GERA, John Wheatley College, Jobcentre Plus, Glasgow Life, SQA, Skills Active, Scottish Government and Skills Development Scotland. Its purpose is to review the pilot's progress, discuss and resolve any issues arising and to identify any opportunities that the pilot could build on.

GERA Personal Best Team

At the heart of the pilot is the GERA Personal Best Team. Its role is to oversee and manage every element of the pilot (from engagement through to progression and aftercare), act as the point of contact for any questions from stakeholders, delivery partners and participants, and report progress to the Pathways to Employment 'Flourishing' Legacy Group and Personal Best Steering Group. As Figure 2.4 shows the team consists of three staff members and is managed by GERA's Strategic Projects Manager as one of a portfolio of projects. The team is made up of:

- ◆ Personal Best Project Coordinator — full-time role.
- ◆ Personal Best Champion — full-time role which supports the Personal Best Project Coordinator.
- ◆ Administrative support — currently provided by an apprentice.

Delivery Partners – Engagement, Course, Volunteering Placements, and Progression and Aftercare

The delivery of the different aspects of the PB pilot requires the support and input of a number of partner organisations. The contribution of the different partners involved is outlined below.

- ◆ **Engagement.** Figure 2.1 showed that 34 organisations had referred clients to the pilot and the main referral organisations have been Jobcentre Plus, the Glasgow LRA network, Skills Development Scotland and Working Links.
- ◆ **Personal Best Course.** John Wheatley College is the main delivery partner as it provides the course tutor and also supervisory and professional support to the tutor. SQA continues to be instrumental in developing the qualification and providing course guidance. The contribution of organisations and employers (such as the Volunteer Centre, PMC Event Management and Glasgow Life's sport coaching department) has then supported the pilot's programme of additional activities and presentations.
- ◆ **Volunteering Placements.** In practice the GERA Personal Best Team has secured many of the volunteering placements but Glasgow Life has been a key partner in this process. On the day of the volunteering placements, it is the contribution and commitment of the host venues and organisations to Personal Best and its participants that is all important.
- ◆ **Progression and Aftercare.** The progression and aftercare support for completers is provided by the GERA Personal Best Team but completers can also access mainstream advisory and aftercare support from their local LRA.

The aim of this Personal Best award is to use the prospect of participating as a volunteer in the games to encourage workless and socially excluded individuals to gain new skills, raise their aspirations and increase their confidence. For the Personal Best programme in England there have been two phases of this project so far.

Phase 1 — Pre-Volunteering Pilot (PVP) — was based on the successful model used at the Manchester Commonwealth Games.

Phase 2 — there were 11 pilot programmes across London.

Phase 3 — delivering training.

3 Aims of the Group Award(s)

3.1 Principal aims of the Group Award

The principal aims of the National Progression Award in Sporting Events: Personal Best at SCQF level 4 are to provide opportunities for candidates to:

- ◆ Gain an appropriate learning experience in Sporting Events: Personal Best at a non advanced level
- ◆ Raise an awareness and understanding of structure of sporting events
- ◆ Widen understanding of the challenges faced by sporting events
- ◆ Develop a range of practical skills, knowledge and understanding relevant to sporting events practice
- ◆ Develop real skills through participation for candidates who work or want to work in event volunteering
- ◆ Gain an understanding of the opportunities which could lead towards full time employment opportunities for the unemployed
- ◆ Experience vocational training which could be an entry route to employment
- ◆ Qualifications achieved
- ◆ Secure a *Games Time Volunteer* role (in run-up to Olympics and Paralympics 2012)
- ◆ Contribute to the regional/national pool of volunteers for future events

3.2 General aims of the Group Award

The general aims of the National Progression Award in Sporting Events: Personal Best at SCQF level 4 are to:

- ◆ Enable progression to non-advanced and advanced programmes and qualifications such as NPAs, NC.
- ◆ Develop competence and learning through the use of SCQF to demonstrate continuous professional development
- ◆ Develop generic transferable skills to contribute towards employability and citizenship profiles for candidates
- ◆ Provide sufficient flexibility of delivery to allow for different client groups to undertake the course
- ◆ To encourage candidates to become reflective practitioners

3.3 Target groups

The **Sporting Events: Personal Best** award is aimed at all candidates who have an interest in volunteering at sporting and other events. This includes those who are not in work or education but would like to gain opportunities and at the same time improve their skills and chances of getting a job. New skills can be gained and support given when looking for employment.

The Personal Best (PB) pilot programme was an employability initiative targeted at individuals furthest from the labour market which uses volunteering and the 2012 London Olympic Games to attract clients. Originally developed in England, it consists of client engagement, advice

and guidance, personal development, vocational training, volunteering experience and aftercare.

Scottish Personal Best Pilot Outcomes

- 1 The pilot has been very effective at engaging the traditionally hard to reach long-term unemployed, male client group. Three-quarters of participants had been unemployed for at least one year and many have additional barriers.
- 2 Given the challenging nature of the client group, the pilot's outcomes are impressive.
 - ◆ 84% of starters have completed the 10 week course.
 - ◆ 47% of completers have entered employment.
 - ◆ 53% of completers have entered further education or training.
 - ◆ 85% of completers have engaged in further volunteering.

The **Sporting Events: Personal Best** award is linked directly to the Commonwealth Games 2014 strategic objectives relating to volunteering for sporting and other events. This award was at the heart of the PB pilot programme but Approved centres do not require to be involved in this given the pilot has now ended. The award can be taken as a group of units or individual units can be completed by candidates.

The PB pilot is primarily viewed by stakeholders as an employability programme which has been effective at engaging with traditionally hard to reach long-term unemployed males. In addition, the pilot acts as a platform into education, training and volunteering.

The pilot has learned from England's Personal Best programme and has been very well coordinated by GERA's PB Team, whose efforts in engaging clients, sourcing volunteer placements and developing progression opportunities are widely valued by stakeholders.

Centres should note the lessons being drawn from the PB pilot when creating niche markets for this award. It can fit into the wider employability programmes as well as being a stand alone award which can be taken by candidates interested in sport and other volunteering opportunities.

Conclusions and Looking Forward

The PB pilot is an example of UK Personal Best good practice and has achieved very strong outcomes given the economic climate in which the pilot is operating and its challenging client group. As such, the pilot should be the template for any national roll out across Scotland. However, there are a number of factors (outlined below) to be fully considered and agreed upon prior to any roll out relating to :

- ◆ replicating the model – distinctive qualification, support for volunteers funding
- ◆ commitment from the Commonwealth Games Organising Committee
- ◆ progression routes to Commonwealth Games

4 Recommended Access to Group Award

There are no specific recommended entry requirements for the National Progression Award in Sporting Events: Personal Best at SCQF level 4. Access to these awards are at the discretion of the centre, however, candidates would benefit from previous experience of Sporting Events; Volunteering Relevant work experience would also be acceptable.

It would be expected that candidates would have a strong interest in sporting events and it would be beneficial to have experience of volunteering. Those without formal qualifications will be able to gain skills through this course which will enable them to become employable and/or to embark on further education or training.

All Unit Descriptors state that entry is at the discretion of the centre, however, it should be noted that some of these units do recommend completion of prior units. This may assist centres in creating a logical timetable for delivering the Units which allow candidates to build the required knowledge and skills.

5 Group Award structure

The National Progression Award in Sporting Events: Personal Best at SCQF level 4 is a 120 hour programme of study which equates to 12 credits.

All 8 units are Mandatory to obtain the Group Award.

5.1 Framework

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Sporting Events: Volunteering	F99910	1	4	0.25
Sporting Events: Volunteering Experience	F99A10	3	4	1
Sporting Events: Equality and Diversity in Sport	F99710	1	4	0.25
Sporting Events: Customer Care	F99610	1	4	0.25
Sporting Events: Accidents and Emergencies		2	4	0.50
Sporting Events: Safety Awareness	F99810	1	4	0.25
Sporting Events: Conflict Resolution	F99410	1	4	0.25
Sporting Events: Volunteering Teams	F99510	2	4	0.50

5.2 Mapping information

Sporting Events: Personal Best

Links to the National Occupational Standards (NOS) which apply to the eight Units: Sporting Events. This has been designed to show that the SQA award has taken account of the NOS for the industry. The mapping is therefore in the form of signposting and there are many additional links. These are examples of some of the significant links only.

6 Approaches to delivery and assessment

The method of delivery is at the discretion of individual centres. The structure of the NPA Sporting Events: Personal Best lends itself to highly flexible approaches to delivery. However, it is important that centres take into account:

- ◆ The individual candidate who may not be in employment
- ◆ Required criteria for candidates to progress to more advanced courses
- ◆ Employers needs if delivered as part of CPD
- ◆ Distance learning
- ◆ Part time provision
- ◆ Extended learning periods (ie over 2 years)
- ◆ Combined delivery styles (eg evening/half day/distance/open learning)

As part of the assessment for this qualification, candidates must have access to an appropriate voluntary work placement of a minimum of 20 hours. The candidate's skills/experience and time match should meet requirements of the qualification

The structures of the qualifications allow a high degree of flexibility in the delivery owing to the very practical nature of the awards. It is recommended that a realistic work environment is available for delivery.

These awards can be offered on a full-time, part time, block release, day release or evening. Combination of delivery is also a possibility.

There are opportunities for integrative delivery of Units within the awards. E-assessment has been developed and will identify specific opportunities for integration with other units.

Each Unit Specification includes a section on What I have to do, What is Involved and Guidance to

E-assessment packs are available for the Units. These provide guidance on content, context, evidence required, consultation sheets, folios and checklists with clearly stated standards. Centres are recommended to use this material however if producing their own instruments of assessments, Centres should seek prior verification.

7 General information for centres

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 on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

When undertaking this award you will study skills which are appropriate to Sporting Events and Volunteering You will study skills areas which include Customer Care, Accident and Emergencies, Safety Awareness, Volunteering, Volunteering Teams and Volunteering Experience, Conflict Resolution, and Equality and Diversity

This National Progression Award is designed to equip you with the skills, knowledge and understanding required to allow candidates to apply to become a volunteer at the London Olympic Games, The Commonwealth Games and many other sporting events.

This programme Sporting Events: Personal Best is an enjoyable and flexible way for you to:

- ◆ learn better ways to help and deal with people
- ◆ get to know about safety and what to do in an emergency
- ◆ work as part of a team
- ◆ take part in volunteering in your local area
- ◆ increase your self confidence

You will be given lots of support during and after the programme, which can *lead* to:

- ◆ an NPA Sporting Events; Personal Best
- ◆ a better chance of getting a job
- ◆ more training
- ◆ the chance to become a London 2012 Volunteer

Joining Personal Best can help you achieve your goals and:

- ◆ give you the chance to gain new skills
- ◆ a guaranteed interview to become a London 2012 Volunteer
- ◆ achieve a nationally recognised qualification
- ◆ receive advice on further learning and training
- ◆ provide help with looking for jobs
- ◆ get you involved in local sport and cultural activities
- ◆ is a great way to meet new people, make new friends
- ◆ get to know your city

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.

10 Appendices

Appendix 1: Mapping to National Occupational Standards

Appendix 1 Mapping to National Occupational Standards

Sporting Events: Accidents and Emergencies (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
C35.1	1-6	a1-3, b1-2, c1-4	K3-15
C35.2	1-5	a1-3	

Personal Best Units:

- ◆ Emergency and Basic Fire Awareness — all Learning Outcomes

Sporting Events: Conflict Resolution (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
C217.1	1-7	a1-3, b1-6	K1 — 13, K16
C217.2	1-5	a1-4, b1-7	

Personal Best Units:

- ◆ Introduction to Conflict Resolution in a Public Environment — all Learning Outcomes

Sporting Events: Customer Care (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
D15.1	2-6	a1-3, b1-2	K1, 3-5, 9, 11-14, K2-5
C32.1	2-7		
C32.2	1-5		
C32.3	1-4		

Personal Best Units:

- ◆ Understanding Effective Customer Relations — all Learning Outcomes

Sporting Events: Equality and Diversity (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
D15.1	6	a1-8	K6
D214	1-3		K1, 2, 4, 5, 8, 9, 12, 14,

Personal Best Units:

- ◆ Understanding Equality and Diversity — all Learning Outcomes

Sporting Events: Safety Awareness (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
C22.1	1–6	a1–7, b1–3	K2, 4–16
C211.1	3–5	b1–3, c1–4, d1–8	K1, 4–16
C211.2	1–6	a1–8, b1–5, c1–7	

Personal Best Units:

- ◆ Public Safety Awareness — all Learning Outcomes

Sporting Events: Volunteering (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
HSC445	a2, 4, 5, 6 b1–7, 9		K11–14,

Personal Best Units:

- ◆ Volunteering and the Olympics — all Learning Outcomes
- ◆ Becoming a Volunteer — all Learning Outcomes

Sporting Events: Volunteering Teams (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
D15.2	1–6	a1–2, b1–2	K4, 17–26
D15.3	2–3	a1–2	K27–33
A52.1	1–8	a1, 3, b1–2	K2, K3, K4–14
A52.2	1–4	a1, 3	K16–19

Personal Best Units:

- ◆ Developing Team and Interpersonal Skills — all Learning Outcomes

Sporting Events: Volunteering Experience (SCQF level 4)

NOS Unit and Element	What you must do	What you must cover	Knowledge and Understanding
D15.1	1		K2, 8–10
D15.3	1		
C32.1	1		K1

Personal Best Units:

- ◆ Preparing for and Reflecting on a Volunteer Placement — all Learning Outcomes