



Sport and leisure facility operations

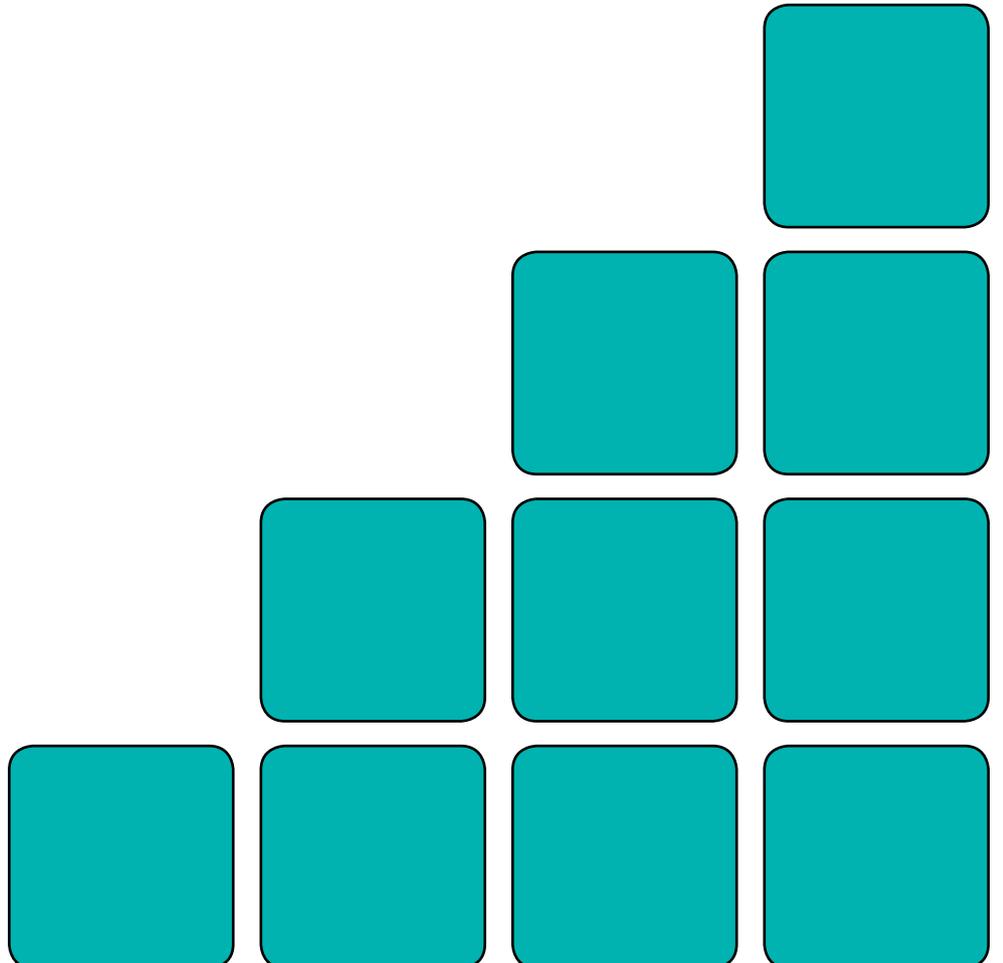
UV21535

L/502/5535

Learner name:

Learner number:

VRQ



UV21535

Sport and leisure facility operations

The aim of this unit is to develop your knowledge and understanding of organisational structures and responsibilities of staff within a sports and leisure facility. You will learn the importance of customer service and providing a safe and secure environment for yourself and customers. You will be able to safely setup, check, take down and store equipment.

Level

2

Credit value

10

GLH

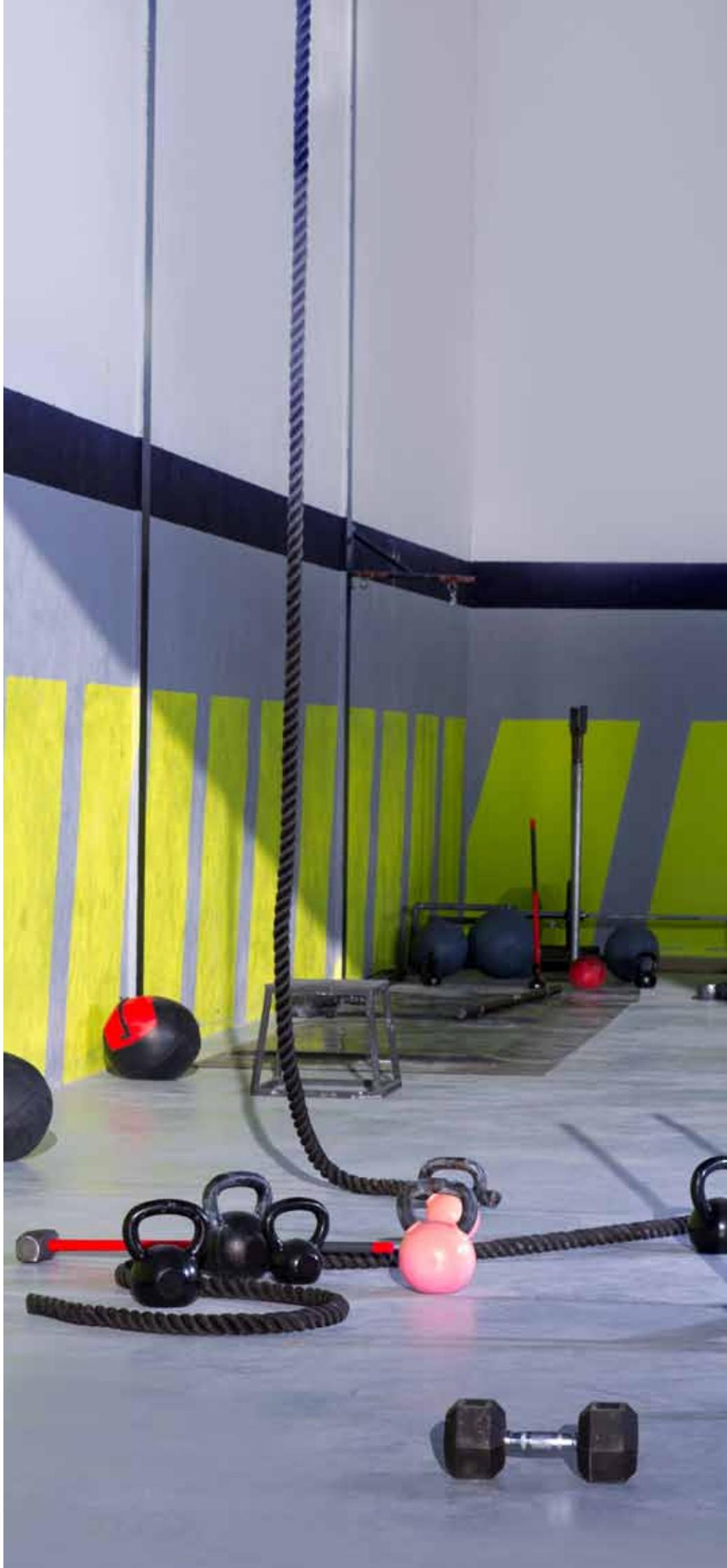
60

Observation(s)

1

External paper(s)

0



Sport and leisure facility operations

Learning outcomes

On completion of this unit you will:

1. Be able to set up, check, take down and store equipment used for sports activities
2. Know about organisational structures and staff responsibilities within a sport and leisure facility
3. Know the importance of providing a safe and secure environment
4. Know about customer service in sport and leisure facilities

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least one occasion**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

There is no range section that applies to this unit.



Observations

Learning outcome 1

Be able to set up, check, take down and store equipment used for sports activities

You can:

- a. Set up, check, take down and store equipment for three different sports activities, with tutor support

** May be assessed by supplementary evidence.*

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

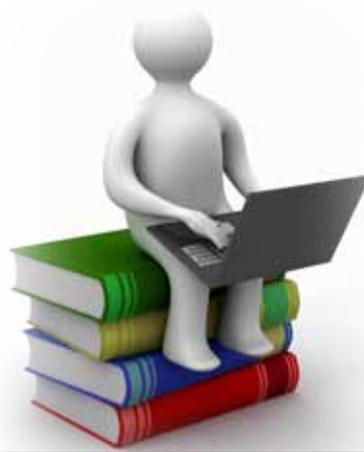
Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 1

Be able to set up, check, take down and store equipment used for sports activities

You can:

Portfolio reference

b. Review own performance in the setting up, checking, taking down and storage of equipment for three different sports activities



Learning outcome 2

Know about organisational structures and staff responsibilities within a sport and leisure facility

You can:	Portfolio reference
a. Describe the organisational structure of a selected sport and leisure facility	
b. Describe the responsibilities of four different staff teams from a selected sport and leisure facility	



Learning outcome 3

Know the importance of providing a safe and secure environment

You can:	Portfolio reference
a. Describe why it is important to provide a safe and secure environment	
b. Describe procedures used to ensure a safe and secure environment in areas within a selected sport and leisure facility	



Learning outcome 4

Know about customer service in sport and leisure facilities

You can:	Portfolio reference
a. Identify procedures used to provide effective customer service in a selected sport and leisure facility	
b. Describe the importance of providing effective customer service in a selected sport and leisure facility	

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Learning outcome 1: Be able to set up, check, take down and store equipment used for sports activities

Sports activities: Football, basketball, volleyball, badminton, tennis, cricket, athletics.

Set-up: In accordance with organisational procedures and manufacturer's guidelines, use assistance if required, set up appropriate equipment safely and on time, minimise impact on other activities.

Check: Check correct set-up and safety before use, check condition and safety whilst in use, make alterations if needed, check health and safety of users and spectators.

Take down: In accordance with organisational procedures and manufacturer's guidelines, use assistance if required, take down equipment safely

and on time, minimise impact on other activities, check equipment for faults or damage.

Store: In accordance with organisational procedures and manufacturer's guidelines, use assistance if required, store equipment safely, report faulty or damaged equipment.

Review own performance: Ways to review (self-assessment, feedback from participants, feedback from colleagues or observers), review criteria (following correct procedures, health and safety, timeliness, impact on other activities, satisfaction of participants), strengths and areas for development, action planning for improvement (targets, activities, timescales).

Learning outcome 2: Know about organisational structures and staff responsibilities within a sport and leisure facility

Sport and leisure facilities: Fitness centres, leisure centres, health clubs, sports clubs, swimming pools.

Organisational structure: Internal hierarchical structure, external structure, organisational charts, job roles and responsibilities of staff, person specifications.

Staff teams and their responsibilities: Management team (strategic planning, staff recruitment), administration

team (maintaining customer records, sending correspondence), finance team (accounting, invoicing), reception team (dealing with customer enquiries, taking money), maintenance team (checking and repairing of premises), leisure assistant team (setting up equipment, assisting sport sessions), instructing team (inducting new members, exercise programming), lifeguarding team (maintaining water safety, pool supervision).



Learning outcome 3: Know the importance of providing a safe and secure environment

Sport and leisure facilities: Fitness centres, leisure centres, health clubs, sports clubs, swimming pools.

Safe environment: Adherence to legislation and regulations (e.g. health and safety, reporting of diseases, dangerous occurrences, first aid), reasons for providing a safe environment (safety of employees and customers, reduce risk of incidents and accidents, increase confidence, enhance reputation).

Secure environment: Adherence to legislation and regulations (confidentiality, security), reasons for providing a secure environment (security of employees and customers, to prevent vandalism and theft, increase confidence, enhance reputation).

Procedures: Safe environment procedures (risk assessment, emergency procedures, safety signage, first aid), secure environment procedures (controlled access, secure storage for personal belongings and confidential records, CCTV monitoring, use of security staff).

Areas: Car park, entrance and reception, offices, storage, changing rooms, swimming pool, gym, sports hall.

Learning outcome 4: Know about customer service in sport and leisure facilities

Sport and leisure facilities: Fitness centres, leisure centres, health clubs, sports clubs, swimming pools.

Effective customer service: People-centred approach, meet and exceed customer needs and expectations, add a personal touch, make extra efforts to demonstrate willingness, treat the customer as an individual.

Procedures: Personal presentation, dealing with enquiries, dealing with prospective and new customers, dealing with complaints, correspondence, gathering customer feedback.

Importance of effective customer service: Enhance professional image, improve reputation, customer retention,

customer satisfaction, positive customer relationships, increased sales.