

41261**Contribute to the operation of an active recreation facility**

Kaupae Level	4
Whiwhinga Credit	25
Whāinga Purpose	<p>This skill standard is for people who work or intend to work in active recreation facilities.</p> <p>People with this standard will be able to coordinate operational tasks and resources; support positive user experiences, promote safety and security, and respond to operational and environmental requirements in an active recreation facility; and recommend acquisition of resources to support facility operations.</p> <p>This skill standard aligns with the Facility Operations strand for New Zealand Certificate in Active Recreation (Level 4) with strands in Facility Operations and Programme Delivery [Ref: 5654].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Coordinate operational tasks and resources in an active recreation facility.	a. Schedule and plan for effective space and resource utilisation.
	b. Promptly communicate any necessary scheduling changes for products, programmes, and services as required.
	c. Support the implementation of operational work plans to enhance user experiences.
2. Support positive user experiences in an active recreation facility.	a. Interact with users in a professional and supportive manner, including providing advice and guidance to new users.
	b. Capture and respond to user feedback.
3. Promote safety and security in an active recreation facility.	a. Carry out evacuation training and health and safety inductions for staff, visitors, suppliers and contractors.
	b. Monitor and prepare for compliance, audit and testing checks.
4. Respond to operational and environmental requirements in an active recreation facility.	a. Take actions within a facility that minimise negative environmental effects and help to sustain and improve the environment.
	b. Respond professionally to disruptive behaviour and challenging interactions in accordance with organisational requirements.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
5. Recommend acquisition of resources to support facility operations.	a. Identify the need for acquisition and the improvement it will make for users.
	b. Justify the need with consideration to quality, purpose, costs and use.
	c. Analyse procurement options and suppliers.
	d. Make resource acquisition recommendations in line with organisational requirements.
	e. Evaluate how the recommended acquisitions contribute to facility improvements.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Evidence contributing to facility operations is required over a period of at least eight weeks. The evidence must demonstrate repeated consistent performance to fully meet the outcomes and credits of this standard.

Assessment must take place in a realistic active recreation environment and in accordance with workplace requirements.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

- Operational work plans
 - Scheduling and planning for space and resource utilisation.
 - Opening, closing and security processes.
 - Public safety and supervision.
 - Facility inspections and compliance checks.
 - Audit and testing procedures.
 - System for customer feedback.
- Challenging interactions
 - Customer anger, confusion, impatience, over-friendliness, staff complaints handling, recording of feedback, taking action.
 - Problems outside staff member's delegated authority.
 - Escalation following organisational requirements.
- Suitability of acquisition and supply sources
 - Consideration of quality, fitness for purpose, cost, availability, risk, reliability, contingencies, supplier support.

Rauemi | Resources

- Relevant legislation is available at <https://legislation.govt.nz> including Health and Safety at Work Act 2015, Resource Management Act 1991, Building Act 2014, Children's Act 2014, Privacy Act 1993, and Human Rights Act 1993, Hazardous Substances and New Organisms Act 1996, and any subsequent amendments.
- District plans, regional plans, Local Government bylaws.
- Industry codes, standards, and good practice guidelines including Facility Management Manual, Recreation Aotearoa available via <https://www.nzrecreation.org.nz/facility-management-manual>.
- Organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), New Zealand Standards, and the use of personal protective equipment (PPE).

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Services Industry Skills Board
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Recreation and Sport > Recreation and Sport - Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0099

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	30 April 2026	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standards 31144 and 31145.		
Rā arotake Planned review date	31 December 2031		

Please contact Services Industry Skills Board at qualifications@servicesisb.nz to suggest changes to the content of this skill standard.