

Title	Demonstrate professional behaviour in a recreation workplace		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: describe professional behaviour required in a recreation workplace; and behave professionally in a specified recreation workplace.
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Classification	Recreation and Sport > Recreation and Sport - Core Skills
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Available grade	Achieved
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Explanatory notes

- 1 All activities must be consistent with the Health and Safety in Employment Act 1992.
- 2 For outcome 2, professional behaviour must be demonstrated over a period of three months.
- 3 Definitions

Culturally appropriate practices, in the context of this standard, refer to work practices that would be non-discriminatory and free of bias, stereotyping, racism, and prejudice.

Customer, in the context of this unit standard, refers to customers, clients, outdoor recreation activity participants, or visitors.

Organisational requirements refer to the policies and procedures of the business organisation, and include compliance with any applicable legislation, standards, and codes.

Professional behaviour, in the context of this unit standard, refers to the need to establish and maintain appropriate standards of behaviour and practice in the workplace. Behaviour in this context must reflect healthy lifestyle choices as laid out in a recreation workplace values. The organisation and its stakeholders, and the worker's colleagues have a right to expect a courteous, conscientious, ethical, culturally appropriate, and generally businesslike manner at all times.

Recreation is an activity through which leisure may be experienced and enjoyed. Recreation involves freely chosen activities engaged in for wellbeing. Recreation activities include: sport, fitness and health, arts, crafts, outdoor pursuits, hobbies, continuing education, ngā mahi a te rēhia, and activities with a service orientation. Participation in recreation has individual, community, and social benefits.

Recreation workplaces refer to places such as recreation centres, aquatic facilities, parks and open spaces, community centres, sports clubs and trusts, stadia, theatres, convention centres, and entertainment venues.

Sustainable practices, in the context of this unit standard, refers to those organisational practices which support the development of efficiency (services, people, processes and products), minimises waste, and maximises resources.

Outcomes and evidence requirements

Outcome 1

Describe professional behaviour required in a recreation workplace.

Evidence requirements

1.1 A specified recreation workplace is described in terms of its core characteristics.

Range workplace vision, purpose, values, key activities, customers.

1.2 Professional attributes and behaviours required in a recreation workplace are described in terms of organisational requirements.

1.3 Professional attributes and behaviours required in a recreation workplace are described in terms of role modelling healthy lifestyle choices.

Range non-smoking, managing personal fitness, healthy eating choices.

1.4 Roles and responsibilities of a professional in a recreation workplace are described in relation to peers and supervisors.

Range includes but is not limited to – limitations of authority, limits of decision making, protection of self from unsafe instructions, role modelling.

Outcome 2

Behave professionally in a specified recreation workplace.

Evidence requirements

2.1 The attributes, attitudes, and actions that demonstrate professional behaviour are exhibited in daily work and meet organisational requirements.

2.2 All interaction with customers demonstrates professional behaviour in accordance with organisational requirements.

Range customers may include but are not limited to – sport, fitness and health, arts, crafts, outdoor pursuits, hobbies, continuing education, ngā mahi a te rēhia, activities with a service orientation.

2.3 All tasks are carried out in accordance with recreation organisational requirements.

Range safe work practices around recreation equipment and facility, sustainable practices, culturally appropriate practices.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 May 2011	31 December 2021
Review	2	19 January 2017	31 December 2021

Consent and Moderation Requirements (CMR) reference

0099

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is expiring