

Title	Demonstrate knowledge of professional practice in a recreation workplace		
Level	3	Credits	5

Purpose	<p>This unit standard is intended for people who work, or wish to work in a recreation role.</p> <p>People credited with this unit standard are able to demonstrate knowledge of professional practice in a recreation workplace.</p>
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Classification	Recreation and Sport > Recreation and Sport - Core Skills
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Available grade	Achieved
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Guidance Information

- 1 All learning and assessment within this unit standard must be carried out in accordance with the following, as relevant to their role:
 - relevant legislation including Health and Safety at Work Act 2015, Privacy Act 2020, Human Rights Act 1993, Health and Safety at Work (Hazardous Substances) Regulations 2017, Hazardous Substances and New Organisms Act 1996, and any subsequent amendments;
 - industry codes and good practice guidelines, for example Recreation Aotearoa tools and guidelines (available at nzrecreation.org.nz);
 - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs) or Normal Operating Procedures (NOPs), and the use of personal protective equipment (PPE).

- 2 Definitions

Customer refers to internal and external customers and guests.

Organisational policies and procedures refer to the operations manual or documented normal operating procedures at a recreation workplace that set out the way in which the facility will operate on a day-to-day basis.

Professional practice refers to the application and demonstration of skills, attributes, attitudes, and behaviours consistent with recreation industry legislation, standards and codes and in accordance with an organisation's vision, values, policies and procedures.

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 workplace refers to sport, leisure, exercise or recreation places such as recreation centres; exercise facilities; aquatic facilities; parks, reserves and open spaces; outdoor recreation areas; education centre; alpine resort areas; sports clubs and trusts; stadia, theatres, convention centres, and entertainment venues; marae, church and community facilities.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of professional practice in a recreation workplace.

Performance criteria

1.1 Identify professional practice in a recreation workplace in terms of own role, responsibilities, and behaviours.

Range may include but is not limited to – managing personal wellness, personal presentation, time management, role modelling healthy lifestyle choices.

1.2 Identify the relationships between organisational values, expected behaviour and own professional practice in a recreation workplace.

Range may include but is not limited to – code of conduct, policies and procedures.

1.3 Identify expectations for interactions with customers, including handling feedback and complaints, in accordance with recreation workplace requirements.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 January 2017	31 December 2023
Review	2	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Skills Active Aotearoa info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.