

Title	Operate professionally in a recreation workplace		
Level	3	Credits	15

Purpose	<p>This unit standard is intended for people who work in a recreation role.</p> <p>People credited with this unit standard are able to operate professionally 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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Explanatory notes

- 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, Fair Trading Act 1986, Consumer Guarantees Act 1993, Privacy Act 1993, and Human Rights Act 1993, Hazardous Substances and New Organisms Act 1996, and any subsequent amendments;
 - industry codes and good practice guidelines;
 - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), and the use of personal protective equipment (PPE).
- 2 For assessment purposes:
 - The candidate must be assessed while undertaking a recreation role.
 - Evidence must be gathered over a sustained period of time to enable reflection, evaluation and ongoing development within the role.
- 3 Definitions

Customer refers to internal and external customers and guests.

Professional skills, attributes, attitudes, and behaviours refers to sustained application that is 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.

Team refers to two or more people which may include work colleagues, contractors and volunteers.

Outcomes and evidence requirements

Outcome 1

Operate professionally in a recreation workplace.

Evidence requirements

1.1 Professional skills, attributes, attitudes and behaviours expected in a recreation workplace are demonstrated.

1.2 Communication and customer interaction techniques are applied to respond to the needs of a diverse range of individuals, groups, cultures, ages and abilities.

Range techniques may include but are not limited to – choice of language, active listening, conflict management, use of humour, body language.

1.3 Contributions made to team tasks within a recreation workplace are constructive, relevant, fit with team dynamics, and show respect for other team members.

1.4 Improvements to behaviours and practices are identified through reflection and used to guide professional practice.

Range may include but is not limited to – self-reflection, feedback from peers, supervisors and customers.

1.5 Opportunities for role and career development are identified in terms of own role within workplace and the wider recreation industry.

Planned review date	31 December 2021
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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	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>.

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 (CMRs). 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.

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.