

<b>Title</b>	<b>Operate professionally in a recreation workplace</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<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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<b>Classification</b>	Recreation and Sport > Recreation and Sport - Core Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

- 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](http://nzrecreation.org.nz));
  - organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs) or Normal Operating Procedures (NOPs), and requirements for the use of personal protective equipment (PPE).
- 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 skills, attributes, attitudes, and behaviours* refer 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.

### 3 Assessment

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.

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## Outcomes and performance criteria

### Outcome 1

Operate professionally in a recreation workplace.

#### Performance criteria

1.1 Demonstrate the professional skills, attributes, attitudes and behaviours expected in a recreation workplace.

1.2 Apply communication and customer interaction techniques 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 Make contributions to team tasks within a recreation workplace that are constructive, relevant, fit with team dynamics, and show respect for other team members.

1.4 Identify improvements to own behaviours and practices through reflection and use these to guide professional practice.

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

1.5 Identify opportunities for role and career development in terms of own role within workplace and the wider recreation industry.

<b>Planned review date</b>	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

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

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### Comments on this unit standard

Please contact Skills Active Aotearoa Limited [info@skillsactive.org.nz](mailto:info@skillsactive.org.nz) if you wish to suggest changes to the content of this unit standard.