

Title	Operate, maintain, and recommend acquisition of, facility resources and spaces to meet the needs of users		
Level	4	Credits	15

Purpose	People credited with this unit standard are able to: operate and maintain a facility to ensure it meets users' needs and provides a quality experience for users; maintain the physical and environmental conditions within a facility to enhance the users' experience; monitor and respond to user experience; and recommend acquisition, and improvements for use, of resources for a facility.
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Classification	Recreation and Sport > Recreation and Sport - Management
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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, Sport and Recreation New Zealand Act 2002, Resource Management Act 1991, Building 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, 2015, New Zealand Recreation Association (NZRA) available via <https://www.nzrecreation.org.nz/Site/community/guidelines/facilities.aspx>;
 - 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 facility operations role.
 - Evidence must be gathered over a period of time that enables reflection, evaluation and ongoing development within the role.
- 3 Definitions

Facility refers to a workplace where the candidate is working, or the workplace in which their training placement is occurring, and may include but is not limited to – a sport, recreation, exercise, event, or outdoor facility.

Maintain means to ensure operation on a functional day-to-day basis. It does not include repairs or scheduled maintenance undertaken by specialist personnel.

Users refer to internal and external customers.

Outcomes and performance criteria

Outcome 1

Operate and maintain a facility to ensure it meets users' needs and provides a quality experience for users.

Performance criteria

- 1.1 Contribute to the development and implementation of operational work plans to enhance the user experience.
- Range includes but is not limited to – 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; a system for customer feedback.
- 1.2 Adapt products, programmes, and services to meet the needs of users.
- 1.3 Meet facility objectives and expectations for promoting and providing a welcoming and positive culture and environment for users.

Outcome 2

Maintain the physical and environmental conditions within a facility to enhance the users' experience.

Range may include but is not limited to – temperature, humidity, air currents, odours, adjustable noise levels, lighting, access.

Performance criteria

- 2.1 Monitor and adjust facility temperature, sound, and humidity control systems to maintain conditions suitable for physical activity, client comfort and enjoyment, and optimum equipment operation and use.
- 2.2 Maintain and adapt physical access to the venue, equipment and other resources to meet user needs.
- 2.3 Take actions within a facility that minimise negative environmental effects and help to sustain and improve the environment.
- Range includes but is not limited to actions relating to – energy conservation;
may include actions relating to – air, noise, waste management, contamination.

Outcome 3

Monitor and respond to user experience.

Performance criteria

- 3.1 Maintain a user feedback system to collect feedback using a variety of methods.
- 3.2 Respond to user feedback in an open and responsive manner, and within allocated timeframes.
- Range includes but is not limited to – receiving and responding to feedback on the floor.
- 3.3 Make recommendations for action and improvement within facility in response to user feedback.

Outcome 4

Recommend acquisition, and improvements to use, of resources for a facility.

Performance criteria

- 4.1 Identify the need for acquisition of resources.
- 4.2 Justify resource needs in terms of suitability for the facility operation with consideration to quality, fitness for purpose, and cost.
- 4.3 Analyse sources of supply of resources for suitability.
- Range suitability may include but is not limited to – quality, cost, availability, risk, reliability, contingencies, ongoing support.
- 4.4 Recommend acquisition of resources in line with facility procurement processes.
- 4.5 Recommend improvements to operational resource use to enhance customer experience.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 April 2018	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 Limited info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.