

Title	Manage programming for a facility to maximise utilisation		
Level	6	Credits	15

Purpose	People credited with this unit standard are able to: scope programmes for a facility; develop programmes for a facility; prepare for and manage the delivery of programmes for a facility; and evaluate programmes.
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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 management role.
 - Evidence must be gathered over a period of time that enables reflection, evaluation and ongoing development within the role.
- 3 Definition

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.

Programmes refer to a mix of regular programmes and one-off events.

Outcomes and performance criteria

Outcome 1

Scope programmes for a facility.

Performance criteria

- 1.1 Identify potential programmes for a facility, and analyse the extent to which the objectives of the identified potential programmes provide a good fit with the overall vision and goals of the facility.
- 1.2 Analyse the extent to which potential programmes meet the needs of a diverse range of identified user groups.
- 1.3 Analyse the extent to which potential programmes will reduce barriers to participation for identified user groups.
- Range may include but is not limited to – accessibility into and within the facility, booking and registration system, cost, programme timing, promotions, transport, staff and programme leaders, facility and programme culture.
- 1.4 Analyse the extent to which potential programmes will manage the demands for regular programmes against the need for innovative one-off events.
- Range may include but is not limited to – participant progressions, pathways.
- 1.5 Use scoping analysis to determine which of the identified potential programmes will provide the best fit for the facility, and develop programme concepts and key performance indicators for the selected programmes.

Outcome 2

Develop programmes for a facility.

Performance criteria

- 2.1 Design programmes to meet the needs of identified user groups in terms of timing, content, welcome, introductions, instructions, and equipment.
- 2.2 Develop a marketing and promotions plan for the programmes.
- 2.3 Develop a budget for the programmes.
- 2.4 Develop a risk management plan for the programmes.
- 2.5 Develop timelines for the implementation of the programmes.
- 2.6 Determine the feasibility of the programmes.

Outcome 3

Prepare for and manage the delivery of programmes for a facility.

Performance criteria

- 3.1 Develop implementation plans for delivery of programmes in terms of staffing, facility, equipment, timing, and safety.
- 3.2 Manage staff in preparation for delivery of programmes.
- Range may include but is not limited to – rosters and availability; required skills; training; level of staffing for the set-up, running, and pack down; resources required by staff; staff briefings; performance monitoring.
- 3.3 Prepare the facility in preparation for delivery of programmes.
- Range may include but is not limited to – ambience, signage, welcome and reception, space and equipment, promotional material.
- 3.4 Manage the delivery of programmes.
- Range may include but is not limited to – timing, content, staff and volunteers, communications, taking an overview, experience of participants.

Outcome 4

Evaluate programmes.

Performance criteria

- 4.1 Evaluate delivered programmes in terms of achievement of intended outcomes and potential improvements for future programming.

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.