

Title	Demonstrate knowledge of user groups and barriers to participation in a facility		
Level	4	Credits	15

Purpose	People credited with this unit standard are able to: describe how attitudes can influence user participation in a facility; describe barriers to participation in a facility; demonstrate knowledge of the recreation needs of people in different user groups and the barriers to their participation in a facility; and evaluate strategies to overcome barriers to participation in 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

- 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://most0010019.expert.services/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 Definitions

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

Recreation needs may include but are not limited to – social interaction, physical activity, challenge, competition, creative expression, achievement and mastery, adult education, self-fulfilment, fun.

User group refers to any group of people with physical, social, cultural, linguistic, economic or emotional needs, interests, or abilities in common.

Outcomes and performance criteria

Outcome 1

Describe how attitudes can influence user participation in a facility.

Performance criteria

- 1.1 Describe three individual attitudes that may influence user participation in a facility.
- 1.2 Describe three organisational attitudes within a facility that may influence user participation in a facility.

Outcome 2

Describe barriers to participation in a facility.

Performance criteria

- 2.1 Describe three physical barriers to participation in a facility.

Range may include – equipment, building design, environment, funding, support services, transport, services, products.
- 2.2 Describe three communication barriers to participation in a facility.

Range may include but is not limited to – verbal and non-verbal communication, physical, attitudes.

Outcome 3

Demonstrate knowledge of the recreation needs of people in different user groups and the barriers to their participation in a facility.

Range three user groups are required.

Performance criteria

- 3.1 Identify the common characteristics within the user group.
- 3.2 Identify and explain the recreation needs of the user group.
- 3.3 Explain the benefits of participation in recreation for people within the user group in relation to meeting their identified needs.
- 3.4 Explain the barriers to participation in a facility for people within the user group in relation to meeting their identified needs.

Outcome 4

Evaluate strategies to overcome barriers to participation in a facility.

Range evidence is required for overcoming barriers for three user groups.

Performance criteria

4.1 Evaluate three possible modifications to address physical barriers in a facility.

Range may include but is not limited to – environment, building design, equipment, rules, policies and procedures, universal design principles.

4.2 Evaluate three strategies to address attitudinal barriers in a facility.

Range may include but is not limited to – organisational culture, staff training, staff discussions, promoting advocates, education around support services, assessing teaching styles, encouraging user groups to attend the facility.

4.3 Evaluate two communication strategies to address barriers to participation in a facility.

Range may include but is not limited to – accessible communication formats to cater to user groups, networking, aids, attracting and retaining membership of user groups.

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	28 June 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.