

Title	Use communication skills and facilitation techniques while working with participants for an outdoor activity		
Level	3	Credits	6

Purpose	<p>This unit standard is intended for people who work in the outdoors in roles where they facilitate and communicate with participants during an outdoor activity.</p> <p>People credited with this unit standard are able to: describe types of communication and barriers to communication for outdoor activities; describe and apply facilitation techniques and communication skills for an outdoor activity; and describe the impact of individual behaviours in terms of facilitation within the outdoors.</p>
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Classification	Outdoor Recreation > Outdoor Management
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Available grade	Achieved
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Guidance Information

- 1 All learning and assessment against this standard must be carried out in accordance with the following, as relevant:
 - Legislation including Health and Safety at Work Act 2015 and Human Rights Act 1993, Vulnerable Children Act 2014 and the Health and Safety at Work (Adventure Activities) Regulations 2016;
 - industry Codes including the *Land Safety Code* <https://www.adventuresmart.nz/land/the-land-safety-code>, and *Leave No Trace* principles <https://leavenotrace.org.nz>;
 - a recognised and approved safety management system including organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), incident response management plans and the use of personal protective equipment (PPE);
 - relevant industry publications and current industry good practice.
- 2 Definitions

Activity means a single activity, which could be stand alone or part of a larger programme.

Current industry good practice means the range of actions currently accepted within the adventure and outdoor sector to manage the risk of harm to staff, participants, and visitors.

Outcomes and performance criteria

Outcome 1

Describe types of communication and barriers to communication for outdoor activities.

Performance criteria

- 1.1 Describe factors to be considered when communicating effectively in the outdoors.
- Range may include but is not limited to – tone, volume, speed, chunking information, active listening.
- 1.2 Describe types of non-verbal communication and cultural differences in interpretation.
- Range includes but is not limited to – body language, eye contact, personal space.
- 1.3 Identify barriers to communicating in the outdoors and identify options to overcome them.
- Range barriers include – own communication, and may include – location, distractions, misunderstandings; minimum three barriers.

Outcome 2

Describe and apply facilitation techniques and communication skills for an outdoor activity.

Performance criteria

- 2.1 Describe the facilitation techniques used in the outdoors and their purpose including front loading, obtaining and giving feedback and reviewing the experience.
- 2.2 Apply facilitation techniques and communication skills with working with groups in outdoor activities.
- 2.3 Demonstrate giving instructions and/or directions to a group for an outdoor activity.

Outcome 3

Describe the impact of individual behaviours in terms of facilitation within the outdoors.

Performance criteria

- 3.1 Describe the effects of social support and peer pressure on other participants during outdoor activities in accordance with industry good practice.

- 3.2 Describe how facilitation changes in response to individual and group behaviour in accordance with industry good practice.
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Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 March 2019	31 December 2026
Review	2	12 December 2024	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 Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.