

1XXXXX Operate an active recreation facility

Kaupae Level	4
Whiwhinga Credit	25
Whāinga Purpose	<p>This skill standard is for people who operate an active recreation facility to meet user needs to provide a safe, welcoming, and high-quality experience.</p> <p>People with this standard will be able to contribute to operations of a facility, promote safety and security, and make recommendations for acquisition of resources in accordance with organisational procedures.</p> <p>This skill standard applies to the Facility Operations strand for New Zealand Certificate in Active Recreation (Level 4) with strands in Facility Operations and Programme Delivery</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Contribute to the operation of a facility.	a. Schedule and plan for effective space and resource utilisation.
	b. Promptly communicate any necessary scheduling changes for products, programmes, and services as required.
	c. Support the implementation of operational work plans to enhance user experiences.
	d. Promote positive customer experiences, including advice to new users.
	e. Capture and respond to user feedback.
2. Promote safety and security.	a. Carry out evacuation training and health and safety inductions as required for staff, visitors, suppliers and contractors.
	b. Monitor and prepare for compliance, audit and testing checks.
	c. Take actions within a facility that minimise negative environmental effects and help to sustain and improve the environment.
	d. Manage disruptive customer behaviour following operational procedures.
	e. Maintain professionalism in challenging interactions and situations.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Recommend acquisition of resources.	a. Identify the need for acquisition and the improvement it will make for users.
	b. Justify the need with consideration to quality, purpose, costs and use.
	c. Analyse procurement options and suppliers.
	d. Make resource acquisition recommendations in line with organisational processes.
	e. Evaluate requisition recommendation and how it contributes to facility improvements.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Evidence contributing to facility operations is required over a period of at least 8 weeks. The evidence must demonstrate repeated consistent performance to fully meet the outcomes and credits of this standard.

Assessment must take place in a realistic active recreation environment and in accordance with workplace requirements.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

- Contribute to the implementation of operational work plans to enhance the user experience. Such as 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.
- Challenging interactions may include customer anger, confusion, impatience, over-friendliness. Staff complaints handling, recording of feedback and action taken. Problems that occur during the customer interaction that are outside of a staff member's delegated authority are escalated following organisational processes.
- Suitability of acquisition and supply sources may include the consideration of quality, fitness for purpose, cost, availability, risk, reliability, contingencies, supplier support.

Rauemi | Resources

- Relevant legislation is available at <https://legislation.govt.nz> including Health and Safety at Work Act 2015, Resource Management Act 1991, Building Act 2014, Children's 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, Recreation Aotearoa available via <https://www.nzrecreation.org.nz/facility-management-manual>,

- Organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), New Zealand Standards, and the use of personal protective equipment (PPE).

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toi Mai Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Recreation and Sport > Recreation and Sport - Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0099

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	<type here>	[dd mm yyyy]	[dd mm yyyy]
Kōrero whakakapinga Replacement information	This skill standard replaced unit standards 31144, 31145		
Rā arotake Planned review date	[dd mm yyyy]		

Please contact Toi Mai Workforce Development Council at qualifications@toimai.nz to suggest changes to the content of this skill standard.