

Unit Title:	Ensure the health, safety and welfare of customers and staff in an active leisure environment
OCR unit number	10
Sector unit number	LM3 - 20
Level:	3
Credit value:	3
Guided learning hours:	15
Unit reference number:	M/503/0873

Unit purpose and aim

This unit covers the competence that the learner needs to ensure the health, safety, welfare and security of customers and staff in an active leisure environment. This includes the safeguarding of children and vulnerable adults.

Learning Outcomes	Assessment Criteria
<p>The Learner will:</p> <p>1 Be able to identify hazards in an active leisure environment</p>	<p>The Learner can:</p> <p>1.1 Check the active leisure environment for health and safety issues</p> <p>1.2 Gather information from all relevant people about possible hazards</p> <p>1.3 Record all significant hazards, who is exposed, and any existing safety procedures</p>
<p>2 Be able to assess risks to health and safety in an active leisure environment</p>	<p>2.1 Assess the risks associated with hazards and whether these risks are acceptable according to legal and organisational requirements</p> <p>2.2 Consult an appropriate person when assessing risks in an active leisure environment is beyond own level of competence</p> <p>2.3 Report any unacceptable risks according to legal and organisational requirements</p> <p>2.4 Continue to monitor for new hazards and assess their risks on an ongoing basis</p>
<p>3 Be able to maintain normal and emergency operating procedures in an active leisure environment</p>	<p>3.1 Put in place procedures to keep risks to an acceptable level</p> <p>3.2 Ensure procedures are consistent with legal and organisational requirements</p> <p>3.3 Give team members the information they need about procedures</p> <p>3.4 Motivate team members to follow procedures</p> <p>3.5 Intervene effectively when procedures are not being followed</p>

Learning Outcomes	Assessment Criteria
	3.6 Review and adapt procedures when necessary 3.7 Gather feedback from team members on how well procedures are working 3.8 Use feedback from staff and customers to improve procedures
4 Be able to maintain procedures for safeguarding children and vulnerable adults	4.1 Carry out own responsibilities for the protection of vulnerable adults according to organisational and legal requirements 4.2 Give team members the information they need about safeguarding policies and procedures, encouraging and motivating them to follow these 4.3 Intervene when policies and procedures are not being followed 4.4 Encourage team members to report any concerns they have about the safeguarding of children and vulnerable adults 4.5 Follow the correct procedures when there are concerns about the safety and welfare of children and vulnerable adults 4.6 Ensure the confidentiality of information relating to children and vulnerable adults 4.7 Make sure staff involved in cases of suspected abuse receive any support they may need 4.8 Gather feedback from team members on how well procedures are working 4.9 Use feedback on how well procedures are working to improve safeguarding procedures

Assessment

This qualification is internally assessed by centre staff and externally verified by OCR Assessors.

Candidates must provide all of the evidence identified below. All evidence must be produced independently.

Evidence requirements

For learning outcomes 1 – 4, the evidence must be gathered by the assessor observing the learner's performance in the workplace on more than one occasion. There should be sufficient observations to ensure that the learner has met all the requirements. This evidence may be gathered through a combination of at least two of the following:

- Observation (for example, team briefings or observing the learner monitoring the work of others)
- testimony of others (for example, line manager or health and safety/safeguarding specialist)

- products of work (for example, risk assessments, health and safety/safeguarding briefing sheets, notes of team meetings, relevant emails to team members)
- reflective account.

Questioning or simulation is allowed for the following assessment criteria: 2.2, 2.3, 3.6, 4.3, 4.5, 4.7.

Guidance on assessment and evidence requirements

This section provides guidance for tutors on the types of assessment activities that can be used and evidence to be produced that will ensure coverage of the learning outcomes and related assessment criteria.

Evidence can be generated in a variety of ways – through completion of OCR-devised workbooks, through centre-devised assignments, projects or tasks or through naturally occurring work-based activities. Any centre-devised assignments, projects or tasks must be cross-referenced to the appropriate learning outcomes and assessment criteria to ensure that full coverage can be achieved.

Portfolios of evidence must be produced independently and centres must confirm to OCR that the evidence is the original work of the candidate. Recording documents are provided on the website for this purpose.

National Occupational Standards (NOS) mapping/signposting

NOS can viewed at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Leisure Management NOS 2010 (SkillsActive)	C27	Ensure the health, safety, welfare and security of customers and staff.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening		Representing		Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .