
Overview

This standard is about planning and implementing services requested by external customers. The operations must meet organisational and legal requirements, in particular those relevant to health and safety. Contexts for this standard could be planning programmes and events for a sports/leisure centre, outdoor activity centre or a fitness club.

The main outcomes of this standard are:

1. plan and provide services to meet requirements
2. monitor and review services and operations

This standard is for managers, leaders and sports development staff operating at this level.

Performance criteria

You must be able to: **Plan and provide services to meet requirements**

1. check the details of the request against current services and operations
2. involve team members and stakeholders in the planning of the services and operations requested by external stakeholders to meet agreed outcomes
3. plan the work so that the requirements for services and operations can be met within legal and organisational policies and procedures
4. communicate the service plans and requirements to team members and make clear their roles, responsibilities, targets and schedules
5. undertake a risk benefit analysis to support the feasibility of the external request
6. plan for contingencies in the event of any unforeseen circumstances that may affect the original request for services
7. keep records according to organisational policies and procedures
8. provide the service

Monitor and review services and operations

9. monitor operations and services against the risk analysis and take corrective action
10. review the services and operations against the request by gathering feedback from staff, customers and external stakeholders
11. provide the stakeholders with data from the review to inform future provision

Knowledge and understanding

You need to know and understand: **Plan and provide services to meet requirements**

1. sources of information on requirements for services and operations
2. legal and organisational policies and procedures for planning and implementing services and operations
3. equal opportunities considerations which might affect customer expectations including special arrangements for disabled customers or women only sessions
4. the types of problems that may arise and the methods of resolving these for:
 - 4.1 **indoor facilities** including pool related issues
 - 4.2 **outdoor facilities**
5. the details of putting a contingency plan in place
6. legal, organisational and best practice requirements for equality and diversity in relation to planning and implementing services and operations
7. the protocol for briefing team members on plans and requirements
8. how to hire in additional services to meet the request for services

Monitor and review services and operations

9. procedures for undertaking risk analysis
10. the types of potential risks
11. evaluation tools and techniques for reviewing services and operations
12. legal and organisational policies and procedures for maintaining records of services and operations

Scope/range

Additional Information

The following information is intended to provide guidance for those using this standard.

Requirements

Where the term **requirements** is used within this standard it can refer to the following.

1. the project management framework procedure / policy
2. performance requirements
3. programme
4. individual customer
5. specific Risk assessments for events
6. entertainments license
7. music license
8. liability Insurance
9. training staff on fire evacuation
10. staffing resources
11. venue
12. capacity
13. project plans
14. Normal Operating Procedures (NOP)
15. Emergency Action Plans (EAP)

In most instances requirements could mean one or more but it is whatever requirements are made from the service by stakeholders.

**Scope/range related
to knowledge and
understanding**

Indoor facilities (minimum of 2)

1. pool side related issues
2. child management issues
3. studio and conference facilities
4. halls
5. facility size and capacity
6. venues and number of venues requested
7. venue booking overlaps
8. noise
9. violence
10. crowd control
11. equipment availability and equipment failure
12. staffing and staffing capability

Outdoor facilities (minimum of 2)

1. facility size and capacity
2. venues and number of venues requested
3. venue booking overlaps
4. noise
5. violence
6. crowd control
7. equipment availability and equipment failure
8. staffing and staffing capability
9. weather conditions

Developed by	SkillsActive
Version Number	2
Date Approved	February 2018
Indicative Review Date	February 2023
Validity	Current
Status	Original
Originating Organisation	SkillsActive
Original URN	SKAB229
Relevant Occupations	Associate professionals and technical oc; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations
Suite	Leisure Management
Keywords	Leisure services, Plan, Implement, Customers, Requirements