NCFE Level 2 Diploma in Sport (601/3038/6)

Unit 03 – Preparing to work in the sport and leisure industry

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**Unit 3**

**Preparing to work in the sport and leisure industry**

* 1. **– Describe (for a merit, clearly describe why) why it is important to provide a safe and secure environment**

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* 1. **– Explain health and safety laws and regulations within the sport and leisure environment including: (for distinction, provide a thorough explanation with examples to back up your work)**
* **Employer’s responsibilities**
* **Employee’s responsibilities**

What are the core principles of the Health and Safety Act 1974? In the space provided make a list of all the people whom the Act covers.

**⚫**

**⚫**

**⚫**

Under the Act both the employer and employee have a responsibility to adhere to the concepts of health and safety. Investigate these responsibilities for both the employer and employee.

Employer’s Responsibilities

**⚫**

**⚫**

**⚫**

**⚫**

Employees’ Responsibilities

**⚫**

**⚫**

**⚫**

**⚫**

Investigate the *six pack* regulations and make notes on their key features in the table below. If any of the regulations have been updated, make a note of the new date.

|  |  |
| --- | --- |
| **Title of regulation** | **Key Feature** |
| Management of Health and Safety at Work Regulations 1992 |  |
| Workplace (Health, Safety and Welfare) Regulations (1992) |  |
| Manual Handling Operations Regulation 1992 |  |
| Provision and Use of Work Equipment Regulations 1992 |  |
| Personal Protective Equipment at Work Regulations 1992 |  |
| Health and Safety (Display Screen Equipment) Regulations 1992 |  |

Equipment has been designed to stop you being injured whilst in the work place. Sports governing bodies provide guidance on suitable protective equipment for sports. Look at the table below; see if you can figure out the types of equipment that would be needed to protect you in the work place. (You should access Sport England’s website: [www.sportengland.org](http://www.sportengland.org) for a list of governing bodies for specific sports and their website).

|  |  |
| --- | --- |
| **Activity** | **Types of Protective Equipment Needed** |
| A canoeist |  |
| A footballer |  |
| Football stewards |  |
| A cricketer |  |

1.3 **In sport and leisure environment, identify: (pass only)**

Security procedures

Emergency procedures

**2.1 Explain (merit, in detail) why it is important to form effective working relationships with colleagues and customers.**

**Define, Effective: ……………………………………………………………………………………………………………………………………………………………….………...**

Colleagues \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.2 **Explain the importance of managing behaviour without conflict. (Pass)**

**Ideas for managing conflict:**

Example of managing behaviour without conflict.

**For a merit, pick three ideas and explain in detail the importance of managing behaviour without conflict.**



**Ask your teacher for a scenario-based question, this may confirm your Merit.**

**2.3 Describe (merit, in detail) the importance of working within relevant codes of practice.**

Codes of Practice – What they are and why you should use them?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Can you think of any sport where you would have to follow code and practice, and why?

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**3.1 Outline the importance of effective teamwork. (Pass only)**

Define teamwork: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3.2 Describe (merit, use detail, distinction, be thorough with your answer) how effective teamwork can benefit an organisation**

What are the benefits of effective teamwork?

Think about the benefits that good teamwork has for the employer and employees in the workplace.

Hint: sentences may improve your grade.

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**Characteristics of Effective Teams**

Think about the characteristics that teams should have in order to be effective. Here are some to consider. What other characteristics would you add to this list?

* The team must have a clear goal.
* The team should receive support and encouragement from external sources.
* The team must have an effective leader who works for the good of the team.
* The team must have a unified focus and commitment.
* The team should have a results-drive structure.
* The team must be collaborative, with all members being honest, open and respectful of other members.

Now pick four from the list (highlight) and explain why you think these are the most important. Try to link sporting teamwork with organisational teamwork and its benefits.

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3.3 **Explain why effective communication is important in an organisation. (Pass Only)**

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Label as many forms of communication as you can possible think off.

4.1 **Describe (in detail for a merit) why it is important to provide effective costumer service.**

**Merit: Pick 2 ideas from your spider diagram and explain in detail the importance. Use the back of the sheet.**

**4.2 Identity different ways of communicating with costumers. Pass only**

**4.3 Describe common causes of customer complaints. Pass only if you use sentences.**

**4.4 Describe (merit, use detail) how to deal with unhappy costumers complains. (If you are struggling, how would you deal with some of the ideas from the previous task)**

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**5.1 – Explain the importance of checking equipment before use. (Pass only)**

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**Using the pictures below, decide if they are good or bad, why you think this and what should happen next.**

[](https://www.google.co.uk/url?q=https://www.tripadvisor.com/LocationPhotoDirectLink-g317063-d583476-i176740061-Royal_Reserve_Safari_and_Beach_Club-Kikambala_Coast_Province.html&sa=U&ved=0ahUKEwisq8Txk4jUAhWCK8AKHb2cCC4QwW4IIjAG&usg=AFQjCNGFNsHUKPw1EG6Q8Gs5ikwckXN2Cg)

[](https://www.google.co.uk/url?q=https://www.qaeducation.co.uk/content/looking-after-sports-equipment-%E2%80%93-how-reduce-risk-prolong-product-life-and-save-money&sa=U&ved=0ahUKEwisq8Txk4jUAhWCK8AKHb2cCC4QwW4IJDAH&usg=AFQjCNGwq049YDfnNtI5GgvTYp5PqFtNhg)

[](https://www.google.co.uk/url?q=http://brundert-hamburg.de/en/cat/varia/turn-broken-horse-sports-equipment-gymnastic-equipment-leather-pommel-horse_02048.html&sa=U&ved=0ahUKEwisq8Txk4jUAhWCK8AKHb2cCC4QwW4IKDAJ&usg=AFQjCNERKyrhw_KLJVtqX3Oyn3mMSpi4yg)

[](https://www.google.co.uk/url?q=http://www.gettyimages.com/event/sporting-equipment-failures-593129449&sa=U&ved=0ahUKEwisq8Txk4jUAhWCK8AKHb2cCC4QwW4IPDAT&usg=AFQjCNGAKyAJyXpeLQHjKZlF7qRsLMqO2g)

[](https://www.google.co.uk/url?q=https://www.tripadvisor.com/LocationPhotoDirectLink-g30375-d73337-i164883530-La_Quinta_Inn_Suites_Birmingham_Homewood-Birmingham_Alabama.html&sa=U&ved=0ahUKEwisq8Txk4jUAhWCK8AKHb2cCC4QwW4IGjAC&usg=AFQjCNEbW4YlxMuUtZmFghuVUFT_rZ12MQ)

**5.2 – Describe how to check equipment to ensure it is fit for purpose. (For a merit use a detailed description from a check you have completed)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Add a completed form that you have used on a piece of equipment at college.

**5.3 – Describe the organisational procedure for handling and storing equipment. (Pass only)**

Many sports organisations use hazardous substances for many different reasons. One such reason is cleaning. The COSHH regulations of 2002 ensure that substances like cleaning materials are stored safely.

1. What does the abbreviation COSHH stand for?

**C -**

**O -**

**S -**

**H -**

**H -**

***Task: Below are tables that require solutions on how to handle and store equipment. Find a solution.***

How handling equipment could be made easier.

|  |  |
| --- | --- |
| Handling Equipment | Solution |
| Back |  |
| Knees |  |
| Hands |  |
| Footwear |  |
| Amount of people |  |
| Qualification or training needed |  |

How storing equipment could be made easier.

|  |  |
| --- | --- |
| Storing Equipment | Solution |
| Large item |  |
| Small item |  |
| Heavy equipment |  |
| Regularly used equipment |  |
| Broken equipment |  |

Research task: choose one organisation, analysis their policy in place for handling and storing equipment.

Sometimes storage units come with warning signs, fill in the missing boxes of the table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Sign** | **Meaning** | **Illustration** | **Control Measures** |
| **Flammable** |  |  |  |
| **Heavy** |  |  |  |
| **Harmful** |  |  |  |
| **Poison** |  |  |  |

* 1. **Explain organisational procedure for reporting damaged equipment. (pass only)**

Below, design a flow chart on how an organisation should report damaged goods. From start to finish.

Now explain why you feel this type of procedure would be needed in any organisation.

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Design an accident report form that your organisation could use. What key words need to be used? (Highlight key words used)