

Unit Title: People Skills In Sport And Active Leisure
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJE817
Ofqual Unit Code: T/507/1506

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the importance of personal standards in sport and leisure.	1.1	Describe the personal standards to be displayed in sport and leisure.
		1.2	Explain the importance of displaying personal standards.
2.	Understand how to work with team-mates, colleagues, customers and clients.	2.1	Outline factors which contribute to good working relationships.
		2.2	Describe how colleagues can assist one another.
		2.3	Explain the importance of teamwork.
		2.4	Identify different methods of communication.
		2.5	Explain the importance of effective communication skills.
		2.6	State specific situations which would require assistance from a colleague.
		2.7	Describe common causes of customer complaints.
3.	Be able to work with team-mates, colleagues, customers and clients.	3.1	Communicate effectively with team-mates and colleagues.
		3.2	Display positive attitudes and behaviours towards team-mates and colleagues.
		3.3	Communicate effectively with participants and customers.
		3.4	Display positive attitudes and behaviours towards customers and clients.
		3.5	Respond to any customer complaints appropriately.

Assessment Guidance:

NA

Additional Information:

NA