

1st4sport Level 2 Award In Introductory Work in the Outdoors

Qualification Specification



About Us

Welcome to 1st4sport, established in 2000, 1st4sport are an industry specialist recognised awarding organisation regulated in England by the Office of the Qualifications and Examinations Regulator (Ofqual), in Wales by Qualifications Wales, and in Northern Ireland by the Council for the Curriculum, Examination and Assessment (CCEA) Regulation.

Serving the needs of the sport, physical activity and active leisure industry; our niche status is emphasised through our accomplished people, network of esteemed industry partnerships and our culture of excellence. We have an outstanding reputation; evidenced through the loyalty we receive from our trusted partners, recognised centres and most importantly our learners.

We have a proven track record; offering of valid, value-added, educational solutions and services and outstanding customer care. Our offer includes sector specific qualifications and pathways, and a range of relevant high-performing educational services; underpinned by leading digital solutions. The majority of these are developed and deployed in partnership with governing bodies of sport and other sector specific professional organisations. More than any other awarding organisation, our knowledge of the industry and our continuous cross-sector network enables us to understand the direction of our sector.

Our involvement in shaping our sector has been significant and we continue to be the awarding organisation that partner and representative organisations turn to for guidance on the direction of travel, as appropriate to the needs of our partners, centres, industry employers and learners.

Our Mission: To deliver excellent educational solutions and value-added services to sport, physical activity and the active leisure industry.

Our Direction: We aim to support the ongoing professionalisation of our industry; supporting employment, growth, sustainability and success. We embrace performance, participation and health agendas. Our objective is to continue to support our respected partners, providers and learners.

Qualification Specification

Title:	1st4sport Level 2 Award In Introductory Work in the Outdoors
Qualification Overview:	Learn about the variety of roles available in the outdoor industry.
Qualification Code:	L2AIWOQ
Qualification Regulation Number:	600/2685/6
Guided Learning Hours (GLH):	57
Total Qualification Time (TQT):	100
Credit Value (if applicable):	10
Operational Start Date:	21/07/2011
Qualification Review Date:	30/11/2026
Learner Registration Period:	2 years
Qualification Objective:	This qualification qualifies learners to prepare for future employment in the outdoor sector.
Qualification Purpose:	Prepare for employment in a broad occupational area.

Who is this qualification for?

This qualification is designed for learners who wish to prepare for employment in the Outdoor Sector. Ideally learners would be employed in the sector, offering the opportunity for assessment within a real working environment, this is not a requirements and it may be utilised to complement a programme of study and achievement of other qualifications in preparation for employment in the Outdoor Industry

Qualification Progression

Learners may consider, after an appropriate period of gaining experience in working in the outdoors, the following progression options:

- Level 2 Certificate in Introductory Work in the Outdoors
- 1st4sport Level 2 NVQ Certificate in Activity Leadership
- Coaching or instructing qualifications within the Outdoor Sector.

Learners should look to develop their learning and knowledge of working in the outdoors by working with other, more experienced, colleagues. Following a period of practice, learners may choose to develop their skills by participating in continuing professional development (CPD) opportunities offered within the Outdoor Sector.

This qualification may lead to, or help support progression within, employment within the outdoor sector. Learners may be able to secure roles working in an assistant role, supporting other, more qualified outdoor practitioners..

Entry Requirements

Learners must be a minimum of 16 years old at registration and 16 years old at certification.

Pre-requisite(s) or other entry requirements

The recognised centre is required to conduct an initial assessment of learners to ensure that pre-requisites to registration and certification and any barriers that may disadvantage a learner under the Equality Act 2010 are considered and outcomes recorded during the application process.

Prior to registration learners are required to:

- be accurately identified
- be at least 16 years of age
- be able to undertake this assessment in English or Welsh (if available)

Assessment Methods

The assessment methods used in this qualification are:

- Coursework (in 2 of 2 mandatory units)

Reasonable adjustments can be applied to these assessments in line with 1st4sport Policy Statement: Access Arrangements.

Grading Methods

This qualification will be graded Pass / Fail.

Qualification Structure

Learners must successfully complete all mandatory units and 1 of 4 optional units to achieve this qualification.

Mandatory Units

Unit ID	Unit Title	GLH
J/600/3821	General induction for outdoor centre staff	18
D/600/3825	Essentials of customer care for outdoor centre staff	3

Optional Units

Unit ID	Unit Title	GLH
Y/600/3824	Organising participants at an outdoor centre	36
T/600/3829	Working in hospitality and support at an outdoor centre	36
H/600/3826	Organising an activity session at an outdoor centre	36
K/600/3827	Responding to health emergencies for outdoor centre staff	8

Pathway Units (where applicable)

There are no pathway units in this qualification

Unit Title	General induction for outdoor centre staff
Unit Aim	This unit covers the knowledge and understanding that learners require concerning: (i) own organisation and how it operates in the industry sector, (ii) own organisation's procedures and rules, (iii) terms and conditions of employment.
Unique Unit Number	J/600/3821
Unit Assessment Method(s)	Coursework
Assessment Specification	Assessment activities: (i) Written question/answer/test/exam (ii) oral question & answer (recorded) (iii) written description (iv) reflective log/diary.

Learning Outcome: 1. understand the organisation and how it operates in the industry sector

Assessment Criteria The learner can:	Indicative Delivery Content
1.1 explain the organisation's background, aims and ethos	
1.2 explain how the organisation operates within the industry sector setting	

Learning Outcome: 2. understand the organisation's procedures and rules

Assessment Criteria The learner can:	Indicative Delivery Content
2.1 describe the key points in own organisation's code of conduct (or similar) when working with participants and others, including the organisation's child and adults 'at risk' protection procedures	
2.2 describe the organisation's Health and Safety procedures in relation to the Health and Safety at Work Act	
2.3 explain the basic principles that make for successful teamwork and why these are important in an outdoor organisation	
2.4 explain the fire precautions and procedures of the centre	
2.5 describe the aspects of the COSHH training which are relevant to own organisation and own role	
2.6 describe the aspects of Manual Handling procedures which are relevant to own organisation and own role	

Learning Outcome: 3. know about the terms and conditions of employment

Assessment Criteria	Indicative Delivery Content
The learner can:	
3.1 describe the contractual terms and conditions of employment for own role in the organisation	

Unit Title	Essentials of customer care for outdoor centre staff
Unit Aim	This unit covers the knowledge and understanding that learners require concerning the basic principles of customer care relevant to an outdoor centre context.
Unique Unit Number	D/600/3825
Unit Assessment Method(s)	Coursework
Assessment Specification	Assessment activities: (i) Written question/answer/test/exam (ii) oral question & answer (recorded) (iii) written description (iv) reflective log/diary (v) practical demonstration. Those assessment criteria which require the learner to demonstrate capability must have that aspect assessed through practical demonstration in a work setting where possible. Only where naturally occurring evidence does not present itself, may an aspect be assessed through practical demonstration in a simulated setting.

Learning Outcome: 1. understand the basic principles of customer care relevant to an outdoor centre context

Assessment Criteria The learner can:	Indicative Delivery Content
1.1 describe what is meant by good customer service in an outdoor centre context	
1.2 describe how expectations and needs can differ between a range of users in an outdoor centre	
1.3 describe the role and responsibilities that individual staff play in ensuring the delivery of excellent customer service in an outdoor centre context	
1.4 explain the importance of measuring customer service	
1.5 explain some of the main methods of measuring customer service in an outdoor centre context	
1.6 describe how the customer service is measured in your organisation	

Learning Outcome: 2. be able to deliver the basic principles of customer care relevant to an outdoor centre context

Assessment Criteria The learner can:	Indicative Delivery Content
2.1 demonstrate good customer service in an outdoor centre context	
2.2 demonstrate how to meet differing expectations and needs of a range of users in an outdoor centre context eg educational users, recreational users etc.	

Unit Title	Organising participants at an outdoor centre
Unit Aim	This unit covers the knowledge and understanding that learners require concerning: (i) how to organise for and deal with participants' arrival and welcome, (ii) how to support participants during their stay, (iii) how to organise participants' departure, and (iv) how to review own performance in the role.
Unique Unit Number	Y/600/3824
Unit Assessment Method(s)	- Coursework - Practical Demonstration/Assignment
Assessment Specification	Assessment activities: (i) Written question/answer/test/exam (ii) Oral question & answer (recorded) (iii) Written description (iv) Reflective log/diary (v) Practical demonstration. Those assessment criteria which require the learner to demonstrate capability must have that aspect assessed through practical demonstration in a work setting where possible. Only where naturally occurring evidence does not present itself, may an aspect be assessed through practical demonstration in a realistic simulated setting.

Learning Outcome: 1. understand how to organise for and deal with participants' arrival and welcome

Assessment Criteria	Indicative Delivery Content
The learner can:	
1.1 explain the key procedures relating to the participants' arrival process	
1.2 describe what particular medical, cultural, dietary and emotional needs participants may have	
1.3 describe ways to manage participants' behaviour on arrival	

Learning Outcome: 2. be able to organise for and deal with participants' arrival and welcome

Assessment Criteria	Indicative Delivery Content
The learner can:	
2.1 demonstrate the arrival and welcome procedure with participants	
2.2 demonstrate how to deal with particular medical, cultural, dietary and emotional needs according to organisational guidelines	
2.3 demonstrate how to manage participants' behaviour on arrival	

Learning Outcome: 3. understand how to support participants during their stay

Assessment Criteria	Indicative Delivery Content
The learner can:	
3.1 describe the relevant health and safety hazards and procedures for the outdoor centre outside of organised activities	
3.2 describe how to support participants in their own and the organisation's daily routines	
3.3 explain why it is important to support participants with their particular needs at own centre, eg recreation, rest and sleep during their stay	
3.4 describe how to support, organise and deliver time filler games/events outside of activity sessions	
3.5 describe how to encourage the development of positive relationships when working with participants	
3.6 describe how to work as part of a team with participants and others	
3.7 explain why participants should take responsibility for their belonging	
3.8 explain how to supervise on- and /or off-site travel of participants	

Learning Outcome: 4. be able to support participants during their stay

Assessment Criteria The learner can:	Indicative Delivery Content
4.1 demonstrate how to introduce participants to daily routines	
4.2 demonstrate how to support participants in daily routines throughout their stay	
4.3 demonstrate how to organise and deliver time filler games/events outside of activity sessions	
4.4 demonstrate how to develop positive relationship when working with participants	
4.5 demonstrate how to work as part of a team with participants and others	
4.6 demonstrate how to encourage participants to take responsibility for their belongings	

Learning Outcome: 5. know how to organise participants' departure

Assessment Criteria The learner can:	Indicative Delivery Content
5.1 describe the information participants need regarding their departure	
5.2 explain the organisation's departure procedures for participants	
5.3 describe the ground rules for participants' behaviour during departure	

Learning Outcome: 6. be able to organise for participants' departure

Assessment Criteria The learner can:	Indicative Delivery Content
6.1 demonstrate how to give participants the information they need regarding their departure	
6.2 demonstrate how to explain the organisation's departure procedures to participants	
6.3 demonstrate how to manage participants' behaviour during departure	

Learning Outcome: 7. be able to review own performance in the role

Assessment Criteria The learner can:	Indicative Delivery Content
7.1 review the participants' stay including own performance	
7.2 provide feedback as appropriate to your line manager about own performance and involvement in participants' stay	
7.3 identify any future actions in relation to own performance	
7.4 explain why the review of performance is important	

Unit Title	Working in hospitality and support at an outdoor centre
Unit Aim	This unit covers the knowledge and understanding that learners require concerning: (i) health and safety issues and organisational standards related to own role in the workplace, (ii) how to work with others, (iii) how to use role-related equipment appropriately and safely, (iv) how to deliver the tasks and responsibilities in own job description.
Unique Unit Number	T/600/3829
Unit Assessment Method(s)	- Coursework - Practical Demonstration/Assignment
Assessment Specification	Assessment activities: (i) oral question & answer (recorded) (ii) written description (iii) reflective log/diary (iv) practical demonstration. Those assessment criteria which require the learner to demonstrate capability must have that aspect assessed through practical demonstration in a work setting where possible. Only where naturally occurring evidence does not present itself, may an aspect be assessed through practical demonstration in a simulated setting.

Learning Outcome: 1. understand health and safety issues and organisational standards related to own role in the workplace

Assessment Criteria The learner can:	Indicative Delivery Content
1.1 describe the following health and safety requirements/legislation and organisational standards relevant to own work practices: a) COSHH b) Manual handling c) Other organisational requirements relevant to health and safety d) Appropriate behaviour e) Uniform and appearance	

Learning Outcome: 2. be able to work with others

Assessment Criteria The learner can:	Indicative Delivery Content
2.1 demonstrate team working including: a) Working to a team plan b) Completing a variety of team tasks c) Showing initiative in a team situation	

Learning Outcome: 3. understand how to use role-related equipment appropriately and safely

Assessment Criteria	Indicative Delivery Content
The learner can:	
3.1 describe the use of equipment relevant to own role, taking account of: a) Organisational and manufacturers' procedures b) Safety c) Storage d) Maintenance/cleaning	

Learning Outcome: 4. be able to use role-related equipment appropriately and safely

Assessment Criteria	Indicative Delivery Content
The learner can:	
4.1 demonstrate the use of equipment relevant to own role, taking account of: a) Organisational and manufacturers' procedures b) Safety c) Storage d) Maintenance/cleaning	

Learning Outcome: 5. be able to deliver the tasks and responsibilities in own job description

Assessment Criteria	Indicative Delivery Content
The learner can:	
5.1 demonstrate an appropriate level of capability in own job role: a) In job-specific initial training b) In the work place 'doing the job'	
5.2 view own area of work and own performance, providing feedback as appropriate	
5.3 identify outcomes of own performance review including any future actions	
5.4 explain why the review of performance is important	

Unit Title	Organising an activity session at an outdoor centre
Unit Aim	This unit covers the knowledge and understanding that learners require concerning: (i) how to plan an activity session, (ii) how to prepare an activity session, (iii) how to lead an activity session, (iv) how to conclude and review and activity session.
Unique Unit Number	H/600/3826
Unit Assessment Method(s)	- Coursework - Practical Demonstration/Assignment
Assessment Specification	Assessment activities: (i) Written question/answer/test/exam (ii) oral question & answer (recorded) (iii) written description (iv) reflective log/diary (v) practical demonstration. Those assessment criteria which require the learner to demonstrate capability must have that aspect assessed through practical demonstration in a work setting where possible. Only where naturally occurring evidence does not present itself, may an aspect be assessed through practical demonstration in a simulated setting.

Learning Outcome: 1. understand how to plan an activity session	
Assessment Criteria	Indicative Delivery Content
The learner can:	
1.1 describe what a session plan should cover	
1.2 describe what kind of information is required to tailor the session to the group or individual's needs and to the aims of the programme	
1.3 describe how to check objectives, sequences and timings for a session	
1.4 describe the types of circumstances that may change and how to plan for these	
1.5 explain the health and safety aspects related to a session	
1.6 describe why health and safety is a vital and continuous theme that runs throughout any session	

Learning Outcome: 2. understand how to prepare an activity session

Assessment Criteria The learner can:	Indicative Delivery Content
2.1 describe how to choose equipment that will be appropriate to the group	
2.2 describe the types of equipment and facilities needed for a planned session, and the centre's usage procedures	
2.3 explain what it means to be personally mentally and physically prepared for a session and why it is important	

Learning Outcome: 3. be able to prepare an activity session

Assessment Criteria The learner can:	Indicative Delivery Content
3.1 demonstrate how to choose equipment that will be appropriate to the group	
3.2 demonstrate how to select the types of equipment and facilities needed for a planned session, and the centre's usage procedures	
3.3 demonstrate own mental and physical preparedness for a session	

Learning Outcome: 4. understand how to lead an activity session

Assessment Criteria	Indicative Delivery Content
The learner can:	
4.1 describe the procedure and rationale for meeting participants at the start of a session	
4.2 describe the key points that must be explained to participants before they begin a session	
4.3 describe the key points for running a session at an 'introductory' level in an activity or subject area following organisational standards, procedures and relevant NGB and national guidance	
4.4 describe different methods of communication which can be used to ensure all participants understand what is required of them	
4.5 describe the levels of supervision that are appropriate to different activities, types of participants, and changing situations within sessions	
4.6 describe the types of new risks, needs and opportunities that could occur during a session that may require the adaptation of the session plan	

Learning Outcome: 5. be able to lead an activity session

Assessment Criteria	Indicative Delivery Content
The learner can:	
5.1 demonstrate how to meet participants at the start of a session	
5.2 demonstrate how to communicate the key points that must be explained to participants before they begin a session	
5.3 demonstrate how to run a session at an 'introductory' level in an activity or subject area following organisational standards, procedures and relevant NGB and national guidance	
5.4 demonstrate different methods of communication which can be used to ensure all participants understand what is required of them	

Learning Outcome: 6. understand how to conclude and review and activity session

Assessment Criteria The learner can:	Indicative Delivery Content
6.1 explain the importance of preparing participants to finish their activities, including why sufficient time should be allocated for this	
6.2 explain the importance and purpose of reviewing the session with participants	
6.3 describe techniques which could be used to encourage and facilitate review	
6.4 explain why participants should be encouraged and helped to take responsibility for equipment and facilities following use	
6.5 describe the organisation's procedures for recording session information and reporting incidents and accidents	
6.6 explain why the review of own performance is important	

Learning Outcome: 7. be able to conclude and review and activity session

Assessment Criteria The learner can:	Indicative Delivery Content
7.1 demonstrate how to conclude a session, including arrangements with participants, equipment and activity bases, following organisational procedures	
7.2 demonstrate how to review a session with participants	
7.3 review the session, including own performance	
7.4 identify any future actions required as a result of the review	

Unit Title	Responding to health emergencies for outdoor centre staff
Unit Aim	This unit covers the knowledge and understanding that learners require concerning: (i) the basic principles of emergency first aid, (ii) how to provide first assistance and treatment for a casualty, (iii) how to establish and maintain a fully equipped first aid kit.
Unique Unit Number	K/600/3827
Unit Assessment Method(s)	- Coursework - Practical Demonstration/Assignment
Assessment Specification	Assessment activities: (i) Written question/answer/test/exam (ii) oral question & answer (recorded) (iii) written description (iv) reflective log/diary (v) practical demonstration. Those assessment criteria which require the learner to demonstrate capability must have that aspect assessed through practical demonstration in a work setting where possible. Only where naturally occurring evidence does not present itself, may an aspect be assessed through practical demonstration in a simulated setting.

Learning Outcome: 1. understand the basic principles of emergency first aid	
Assessment Criteria	Indicative Delivery Content
The learner can:	
1.1 identify situations which require the assistance of the emergency services	
1.2 describe how the emergency services should be called, following organisational requirements	
1.3 explain the correct procedures for assisting injured people, with a clear indication of safe practices and own limitations	

Learning Outcome: 2. be able to provide first assistance and treatment for a casualty

Assessment Criteria	Indicative Delivery Content
The learner can:	
2.1 demonstrate competent first aid skills in basic emergency situations, eg simple cuts, grazes, bruises and shock	
2.2 demonstrate competent first aid skills to treat casualties of a serious accident or incident until the emergency services arrive	

Learning Outcome: 3. understand how to establish and maintain a fully equipped first aid kit

Assessment Criteria	Indicative Delivery Content
The learner can:	
3.1 describe the basic first aid materials used in a first aid kit appropriate for a specific activity and location	
3.2 explain the procedure for maintaining a first aid kit, including the replacement of used stock and out-of-date or damaged materials	

Qualification Conditions: Delivery and assessment requirements

To complete the delivery, assessment, and internal quality assurance of the qualification, providers will be required to adhere to the guidance set out in the Recognised Centre Handbook.

Qualification Approval Conditions: Workforce requirements

In addition to the workforce requirements stated in the Recognised Centre Handbook, the following qualification specific requirements must be met and evidenced.

Tutor(s):

For this qualification, the minimum requirements stated in the centre handbook do not apply. Centres must ensure that all workforce meet the requirements stated below.

- hold a relevant Level 2 qualification in roles related to the outdoor industry sector or have equivalent verifiable experience
- have current experience in training staff in the outdoor industry sector
- have a clear understanding of the award's structure and content and how this relates to specific work context.

Tutors are encouraged to hold a recognised teaching qualification, however, it is acknowledged that many industry experts have not had such an opportunity.

Assessor(s):

For this qualification, the minimum requirements stated in the centre handbook do not apply. Centres must ensure that all workforce meet the requirements stated below.

- hold a relevant Level 3 qualification in roles related to the outdoor industry sector or have equivalent experience
- have a clear understanding of the award's structure and content and how this relates to specific work context
- have current experience in training in the outdoor industry sector
- have completed a basic vocational assessor training programme in the outdoor industry sector
- have current experience of assessing staff in the outdoor industry sector

Assessors are encouraged to hold a recognised assessing qualification, however, it is acknowledged that many industry experts have not had such an opportunity.

Centres must demonstrate that they are able to access tutors and assessors with the specialist knowledge of any of the sectors for which learners require assessment.

Internal Verifier(s) and Quality Assurer(s):

For this qualification, the minimum requirements stated in the centre handbook do not apply. Centres must ensure that all workforce meet the requirements stated below.

- hold a relevant Level 3 qualification in roles related to the outdoor industry sector or have equivalent verifiable experience
- have current experience in training staff in the outdoor industry sector
- have a clear understanding of the award's structure and content and how this relates to specific work context
- have completed a basic vocational assessor/verifier/quality assurance training programme in the outdoor industry sector
- have current experience of assessing/verifying/quality assurance activity staff in the outdoor industry sector

IQAs are encouraged to hold a recognised verification/quality assurance qualification, however, it is acknowledged that many industry experts have not had such an opportunity.

Additional Qualification Requirements

The minimum venue, facility and requirements stated in the centre handbook apply.

In addition further qualification specific requirements are: The recognised centre is required to have one or more delivery sites with facilities to support the programme of training and assessment. All delivery sites must include the following:

- meet the general requirements of the appropriate health and safety regulations
- provide equipment and training venues appropriate to the activities being delivered
- be able to meet the appropriate health and safety and industry specific/national governing body regulations appropriate to activities being delivered

This qualification is regulated by Ofqual (600/2685/6), CCEA and QiW (C00/1297/0 - Designated).

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