

Overview

This standard is about working in an indoor leisure or entertainment organisation; these types of organisations can vary in nature and can include enclosed playwork settings, family entertainment centres, leisure centres or indoor play activity centres. Indoor play centres will vary in size and content, but all will facilitate children and young people's play in diverse leisure settings.

The main outcomes of this standard are:

1. support the operations of an indoor leisure or entertainment organisation
2. support children and young people's parties and other events in an indoor leisure or entertainment organisation

This standard is for a playworker working directly with children and young people in a playwork setting whose main purpose is to provide children and young people with opportunities for freely chosen, self-directed play. This standard is for staff that do not have full responsibility for the playwork setting but make a significant contribution to supporting play.

This standard is underpinned by the Playwork Principles and playworkers must be familiar with these and, where possible, demonstrate them through their practice and reflection.

Performance criteria

You must be able to: **Support the operations of an indoor leisure or entertainment organisation**

1. confirm your own role and responsibility with the manager
2. follow the pre set-up checklist for the organisation before opening to the public
3. carry out health, safety and hygiene checks in accordance with legal and organisational policies and procedures
4. follow organisational policies and procedures to support the quality of customer care
5. find out the needs and preferences of the children and young people for their engagement in freely chosen and self-directed play
6. meet the needs and preferences of the children and young people
7. respond to the play cues of children and young people
8. evaluate how you have met the needs and preferences of the children and young people and provide feedback to the manager in accordance with organisational policies and procedures
9. ensure the children and young people are involved in the manipulation of play spaces
10. deal with any accidents in accordance with legal and organisational policies and procedures
11. follow the legal and organisational policies and procedures for reporting accidents and incidents

Support children and young people's parties and other events in an indoor leisure or entertainment organisation

12. carry out pre-party or event preparations to meet the customer and organisation's requirements
13. help **others** to feel welcome at the party or event
14. interact with **others** to promote a positive experience
15. support the children and young people's engagement in freely chosen and self-directed play throughout the party or event
16. follow legal and organisational policies and procedures for health, safety and hygiene
17. maintain the timing of the party and events to meet customer and organisational requirements
18. provide feedback to the manager according to organisational policies and procedures

Knowledge and understanding

You need to know and understand:

Support the operations of an indoor leisure or entertainment organisation

1. the Playwork Principles within the professional and ethical framework for playwork and how each of the principles can be applied within your own role
2. why you would need to confirm your own role and responsibility on a daily basis with the manager
3. the importance of following the pre set-up checklist for the organisation before opening to the public
4. legal and organisational policies and procedures for customer care, health, safety and hygiene checks
5. how to communicate with children and young people in a way that demonstrates that you value and respect them
6. how to find out the needs and preferences of the children and young people
7. ways to meet the needs and preferences of the children and young people
8. what is freely chosen and self-directed play
9. what are play cues
10. the importance of evaluating how you have met the needs and preferences of the children and young people
11. how to support children and young people's manipulation of the play space
12. how to close down the indoor leisure or entertainment organisation
13. legal and organisational policies and procedures for dealing with and reporting any accidents and incidents

Support children and young people's parties and other events in an indoor leisure or entertainment organisation

14. how to find out the customer and organisation's requirements for parties or events
15. why it is important to help **others** to feel welcome
16. ways of interacting with **others** to promote a positive experience
17. the importance of children and young people's engagement in freely chosen and self-directed play throughout the party or event
18. the importance of maintaining the timing of the party and events
19. when and how to provide feedback to the manager on the party or event in accordance with organisational policies and procedures

Scope/range related to performance criteria **Others (minimum 3 out of 4)**

- 1. parent and or carers
- 2. children and young people
- 3. other professionals
- 4. customers

Scope/range related Others

to knowledge and understanding

- 1. parent and or carers
- 2. children and young people
- 3. other professionals
- 4. customers

Values

The Playwork practitioners involved in writing this standard, in conjunction with SkillsActive, have agreed to adopt the following as the set of values prescribed for all of those working within the playwork sector:

Playwork Principles

These Principles establish the professional and ethical framework for playwork and as such must be regarded as a whole. They describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and wellbeing of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.

8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and wellbeing of children.

The Playwork Principles are held in trust for the UK playwork profession by the Scrutiny Group that acted as an honest broker overseeing the consultations through which they were developed.

Glossary

Play cues

Facial expressions, language or body language that communicate the child or young person's wish to play or invite others to play

Play needs

What individual children and young people have to have in order to be able to play, but are not always able to have for a variety of reasons; for example, lack of access, overprotective adults, lack of outdoor environments, etc.

Play preferences

What individual children and young people are interested in and choose to play; based on their prior experience

Play space

A place formed by children and young people playing. It can be physical, affective, permanent, transient or cyber

Playwork setting

Somewhere children and young people have the opportunity to play that is staffed by playworkers

Support play in an indoor leisure or entertainment organisation

Developed by	SkillsActive
Version Number	2
Date Approved	February 2016
Indicative Review	April 2021
Date	
Validity	Current
Status	Original
Originating Organisation	SkillsActive
Original URN	SKAPW42
Relevant Occupations	Health, Public Services and Care; Child Development and Well Being; Associate Professionals and Technical Occupations; Sports and Fitness Occupations
Suite	Playwork
Keywords	indoor leisure; entertainment organisation; support; play