

# OCCUPATIONAL QUALIFICATION STANDARDS

## Senior Activity Instructor, Level 5

The **Occupational Qualification Standards** are documents that describe the work, a set of skills, knowledge and attitudes or competency requirements for successful performance of the work.

The Occupational Qualification Standard of a Senior Activity instructor is the basis for the compilation of the curricula meeting the demands of the labor market and for assessment of the competency.

<b>Occupational Title</b>		<b>Estonian Qualifications Framework (EQF) level</b>
<i>Senior Activity Instructor, Level 5</i>		<i>5</i>
<b>Possible specializations and titles on the occupational qualification certificate</b>		
<b>Specialization</b>	<b>Title on the occupational qualification certificate</b>	
Supervision of rope work and adventure park work	Senior Ropes Course Instructor, Level 5	
Field Archery	Senior Field Archery Instructor, Level 5	
Hiking	Senior Wilderness Guide, Level 5	

## Part A DESCRIPTION OF WORK

### **A.1 Description of work**

The goal of the Senior Activity instructor is to provide customer experiences through active actions. In conducting activities, he or she takes into account the needs, age and abilities of the target group. The instructor uses a variety of specialty tools, is able to assess the risks adequately, handle a crisis situation and to provide first aid.

The instructor is a customer service person who acts and behaves in accordance with good practice and ethical standards, is able to communicate with clients from different nationalities and cultures.

The tasks of the senior activity instructor is preparing and managing the activities and sustainable planning, development and management of activities, including the creation and development of tourism products and services, development of the quality and organization of marketing and sales.

The Senior Instructor is responsible for the existence and condition of equipment, and for the preparation and maintenance of a risk management plan. The Senior Instructor will guide instructors and the team. The Senior Instructor is reliable and professional.

### **A.2 Work Units**

#### **A.2.1 Preparation of activities:**

- 1) drawing up and adhering to the action plan;
- 2) risk management;
- 3) conclusion of agreements with the parties.

#### **A.2.2 Conducting of activities and supervising of groups:**

- 1) presentation of the activities;
- 2) giving instructions in relation to safety and security;
- 3) assessment of the customer readiness;
- 4) carrying out of activities;
- 5) termination of activities;
- 6) analysis of feedback.

#### **A.2.3 Ensuring the availability of technical resources and safety:**

- 1) procurement, maintenance and preservation of equipment;
- 2) choice of the operating environment and sites, compliance and maintenance of upkeep of the environment;
- 3) transporting of the equipment.

#### **A.2.4 Sales, Marketing and Product Development:**

- 1) development of the product/service;
- 2) organization of marketing and sales.

#### **9.4 Supervision and training:**

- 1) ensuring the quality of work;
- 2) coordination of instructional work and training.

### **WORK UNITS RELATED TO SPECIALIZATION**

#### **A.2.6 Supervision of rope work and adventure park work:**

- 1) opening and inspection of rope courses;
- 2) receiving visitors and briefings;
- 3) surveillance in rope courses;
- 4) salvage.

### **A.2.7 Supervision of field archery**

- 1) building an archery trail and testing of the equipment;
- 2) receiving visitors and briefings;
- 3) surveillance in archery trails;
- 4) acting in an emergency situation.

### **A.2.8 Wilderness Tours**

#### A.2.8.1 Water Tours:

- 1) Selection of the water body;
- 2) receiving visitors and briefings;
- 3) compliance with safety requirements;
- 4) salvage.

#### A.2.8.2 Hiking tours:

- 1) preparation and management of the tours;
- 2) mediation of the nature in the tours;
- 3) compilation and management of training programs and organization of trainings.

#### A.2.8.3 Winter tours.

#### A.2.8.4 Cycling tours.

#### A.2.8.5 Horse riding tours.

### **A.3 Working environment and the specificity of the work**

The work may be seasonal, with variable speed and moving. The work requires a willingness to work regardless of the season, both indoors and outdoors, in the evenings and on weekends. The work can sometimes be risky due to unpredictable weather conditions.

### **A.4 Work equipment**

For carrying out activities, uses the necessary resources according to the specialization.

### **A.5 Personal characteristics necessary for the work: aptitude and personality traits**

The work of a Senior Activities Instructor requires stress tolerance, sense of responsibility, collaboration capabilities, analytical ability, adaptability, good physical fitness, endurance and specialty-specific expertise.

The work is related to customer service and requires the ability to communicate and friendliness, reliability and the ability to motivate, a willingness to deal with different situations and the emotional stability. The variety of activities included in the work requires fast and flexible action, correctness, accuracy, judgment, creativity, and self-improvement.

### **A.6 Professional training**

A Senior Activities Instructor is a person of legal age, and it is possible to train to be the instructor at the workplace.

### **A.7 The most common job titles**

Instructor, Senior Instructor, tour guide, expedition leader.

## Part B COMPETENCY REQUIREMENTS

### **B.1. Structure of the occupational qualification**

On the application for the occupational qualification of Senior Activities, Instructor is required a certification of the mandatory competencies B.2.1 - B.2.5 and the transversal competency B.2.10. On specializations, one must also demonstrate the competencies from among B.2.6-B.2.9 associated with the specialization.

On specialization as a tour guide, one must further choose:

1. Water tours
2. Hiking tours
3. Winter tours.
4. Cycling tours.
5. Horse riding tours.

### **B.2 Competencies**

#### **MANDATORY COMPETENCIES**

<b>B.2.1 Preparation of activities</b>	<b>ECT Level 5</b>
<u>Performance indicators</u> <ol style="list-style-type: none"><li>1) provides a respective service in accordance with the wishes of the customer and the capabilities of the target group;</li><li>2) draws up a plan of activities, taking into account the target group, the weather, and other environmental conditions;</li><li>3) when planning activities takes into account the availability and installation of the required equipment in a good technical condition;</li><li>4) prepares and finalizes the bids;</li><li>5) plans the organization of the work according to the information available;</li><li>6) assesses the potential dangers involved in activities resulting from the people, the environment, and equipment;</li><li>7) prepares a risk management plan resulting from the evaluation and the plan of action;</li><li>8) adheres to the risk management plan throughout the entire operational process, taking into account risk factors;</li><li>9) checks and develops the risk management plan;</li><li>10) coordinates the activities and makes the appropriate arrangements with customers, partners, and agencies.</li></ol>	

<b>B.2.2 Conducting of activities and supervising of groups:</b>	<b>ECT Level 5</b>
<u>Performance indicators</u> <ol style="list-style-type: none"><li>1) presents the upcoming activities, creating a positive contact with the client;</li><li>2) inspires and encourages customers to participate actively;</li><li>3) informs the clients of the rules of conducting the activities, is responsible for the performance of the personal responsibility agreement of the client;</li><li>4) provides customers with clear guidance on the activities and the use of equipment;</li><li>5) prepares the equipment for the client and demonstrates the safe use thereof;</li><li>6) checks the participants' understanding related to the activity and the use of equipment;</li></ol>	

- 7) draws attention to the potential risks, ensuring the safety of the client;
- 8) assesses the client's readiness and suitability for the upcoming activities, in case of unsuitability, behaves in accordance with the risk management plan;
- 9) monitors the behavior of both the individual and the group throughout the duration of the activity, if necessary, inspires and directs and if problems occur, solves the situation;
- 10) follows the plan of the activities, if necessary, adjusts the plan according to the situation;
- 11) creates and maintains an atmosphere of trust;
- 12) monitors the weather conditions and/or environmental conditions, and acts in accordance with the risk management plan;
- 13) behaves in an emergency situation promptly and does not take excessive risks, if necessary, provides first aid and calls professional assistance;
- 14) verifies that all members of the group participated in the activities have terminated their activity and are present;
- 15) makes a summary of the activities, gives feedback to customers and encourages customers to provide feedback;
- 16) checks the returned equipment used in accordance with the rules established by the service provider;
- 17) terminates the activity on a positive note, with the aim of continuing contact with the client;
- 18) evaluates their entire program and decides whether something needs to be changed in the future;
- 19) makes a summary for the company and prepares a report;
- 20) makes proposals for changes to the company, if necessary, adjusts the operating environment to be more fitting;
- 21) aggregates and analyzes the feedback received, if necessary, implements the improvement actions.

<b>B.2.3 Ensuring the availability of technical resources and safety</b>	<b>ECT Level 5</b>
<p><u>Performance indicators</u></p> <ol style="list-style-type: none"> <li>1) ensures the availability and maintenance of the equipment;</li> <li>2) maintains and preserves the equipment in accordance with the specified requirements and, if necessary, repairs or procures equipment repairs;</li> <li>3) retrieves a missing equipment or replaces an unsuitable equipment;</li> <li>4) verifies the satisfy the safety and suitability of the facilities and/or sites of activities for the customers;</li> <li>5) complies with the statutory limits;</li> <li>6) follows the principles of sustainable development;</li> <li>7) copes in changing operating environments;</li> <li>8) arranges for transportation of the equipment, as appropriate;</li> <li>9) is responsible for the secure, sustainable and safe transport of the equipment.</li> </ol>	

<b>B.2.4 Sales, Marketing, and Product Development</b>	<b>ECT Level 5</b>
<p><u>Performance indicators</u></p> <ol style="list-style-type: none"> <li>1) collects the information about the innovations and new products and technologies in the area and communicates the information to the team;</li> <li>2) makes proposals for the development of new products and services, taking into account the competitors, the market situation, and new technologies;</li> <li>3) advertises the services of the company in a positive way, if necessary, communicates with the</li> </ol>	



Euroopa Liit  
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Eesti tuleviku heaks



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media and is himself or herself "the best promotion";

- 4) in collaboration with partners, organizes the introduction of products and services in marketing events and prepares the materials for this purpose;
- 5) manages the client base, collects and systematizes the customer data;
- 6) receives the orders, shapes and finalizes the bids.

### **B.2.5 Supervision and training:**

**ECT Level 5**

#### Performance indicators

- 1) organizes, supervises and monitors the quality his or her own operation and the operation of his or her colleagues, is responsible for the quality his or her work as well as for the quality of his or her supervisees;
- 2) is able to adapt quickly to changing situations, if necessary, re-organizing their own work and the work of the supervisees;
- 3) figures out the optimal number and the qualifications of the staff for the fulfillment of the order;
- 4) identifies the training needs of employees and makes suggestions for organization of trainings;
- 5) trains and supervises new employees.

## **COMPETENCIES RELATED TO SPECIALIZATION**

### **Supervision of rope work and adventure park work**

#### **B.2.6 Supervision of rope work and adventure park work**

**ECT Level 5**

#### Performance indicators

- 1) opens the trails, fixes the ladders and safety ropes, checks the security features, in the occurrence of defects, arranges for or performs maintenance;
- 2) selects a suitable place to install the trail and sets it up properly;
- 3) visually checks the wire fastenings, platforms and tree protectors of safety trees, in the occurrence of defects arranges for or performs maintenance;
- 4) checks the safety equipment and verifies its proper operation, in the occurrence of defects removes it from the use and if necessary, replaces it;
- 5) keeps the workplace and safety equipment in order and clean;
- 6) prepares and fills the checklists required in risk management;
- 7) checks the fitness of the visitors and their suitability with the rules of the park (height, weight, age, mental poise and risk behavior), and evaluates the visitor's ability to independently and safely handle the safety equipment;
- 8) informs the customers of the agreed rules and shares practical tips on clothing and safety;
- 9) provides the customers with the necessary/appropriate safety equipment;
- 10) instruct visitors in accordance with the established guidelines;
- 11) is responsible for the quality of work of the instructors;
- 12) makes sure that the visitors respect and comply correctly with the rules of the adventure park (safety, etc.);
- 13) adapts activities to the abilities of the target group;
- 14) stops the visitors whose behavior does not conform to the maintenance and safety regulations of the adventure park, or who seem dangerous to the fellow visitors;
- 15) identifies the visitors who are struggling and assists them, provides clear and understandable warnings and orders;
- 16) leads rescue works and actively participates in these, is able to save the visitor from vertical and horizontal elements, from the platform, from a Tarzan vault and from a descent with a rope;

- 17) acts quickly and helps the person in trouble to the ground using rescue equipment and devices;
- 18) coordinates the rescue works, the instructors and rescue workers performing them;
- 19) files an accident report accurately and truthfully, if possible, taking an explanation from the victim, from the witnesses and from the rescue workers;
- 20) carries out the necessary emergency response training;
- 21) is responsible for the safety equipment, and ensures that it is in good working order.

<b>Field Archery</b>	
<b>B.2.7 Supervision of field archery</b>	<b>ECT Level 5</b>
<u>Performance indicators</u>	
<ol style="list-style-type: none"> <li>1) builds archery trails corresponding with the IFAA set of rules and used in mass events;</li> <li>2) places the archery signs on the trail safely and considering the movement of groups, checks the trails built by the others;</li> <li>3) marks the archery trail in a clear and understandable way, considering the movement of groups on the trail;</li> <li>4) if necessary, restricts access to the trail and to the adjacent areas;</li> <li>5) checks the condition and the safety to the shooters of archery platforms and moving signs;</li> <li>6) checks the archery and safety equipment and verifies its proper operation, if necessary, repairs or replaces it;</li> <li>7) introduces the customers competition and safety rules and instructs the shooters;</li> <li>8) checks the visitors' physical parameters and takes them into account when distributing the equipment;</li> <li>9) provides the customers with the necessary/appropriate safety equipment;</li> <li>10) instructs the visitors in accordance with the established guidelines;</li> <li>11) does not allow to the trail shooters under the influence of alcohol and drugs;</li> <li>12) checks on an ongoing basis the condition of the arrows and the bowstring and the correct cocking of the bow;</li> <li>13) checks the location of the group with respect to the shooter, if necessary, adjusts it;</li> <li>14) checks the movement of the group on the archery trail, if necessary, provides instructions;</li> <li>15) takes care of the correct marking of points;</li> <li>16) stops the customers who are in breach of the rules with their behavior and do not adhere to safety requirements;</li> <li>17) provides advice for improvement of shooting technique;</li> <li>18) in a dangerous situation instantly stops the shooting with the command "Stop!"</li> <li>19) eliminates the source of danger immediately, if necessary, informs the employer;</li> <li>20) in the case of injuries to people, immediately informs the employer, if necessary, calls an ambulance;</li> <li>21) in the case of an accident takes explanations from the witnesses.</li> </ol>	

<b>Wilderness tours</b>	
<b>B.2.8 Arranging and conducting of water tours</b>	<b>ECT Level 5</b>
<u>Performance indicators</u>	
<ol style="list-style-type: none"> <li>1) identifies the client's wishes, taking into account the expectations and needs and the specific nature of the target group;</li> <li>2) selects the body of water and the means of transportation in accordance with the ability of the target audience;</li> </ol>	

- 3) if necessary, maps the route and collects background information, using appropriate sources of information;
- 4) if necessary, draws up the route, taking into account the client's wishes and needs and the environmental conditions;
- 5) if necessary, travels through the route himself or herself and evaluates the situation;
- 6) prepares and updates the routes, taking into account new trends and opportunities;
- 7) assesses the ability of the client and the suitability of the client to the severity of the tour and selects the appropriate equipment according to the client;
- 8) informs the client of the rules and shares practical tips on clothing, safety and use of the equipment;
- 9) provides the customers with the necessary/appropriate safety equipment;
- 10) instruct visitors in accordance with the established guidelines;
- 11) is responsible for the performance of the personal responsibility agreement of the client;
- 12) draws up a formal personal responsibility agreement;
- 13) trains instructors;
- 14) adheres to the safety requirements that have been introduced to the participants before the event, that will teach how to behave in bodies of water;
- 15) explains to customers the codes of good practice of water tours and behavior in risk situations;
- 16) if necessary, informs the relevant authorities of the safety measures;
- 17) in a case of a more severe tour or event, organizes the external safety measures, such as a safety boat(s) and beach rescuers;
- 18) is actively involved in the rescue work, being able to perform surface rescue, is able to swim;
- 19) acts and helps the person in distress, using the tools provided therefor;
- 20) uses the rescue equipment properly;
- 21) assesses the situation at the scene, on the basis of the safety of himself or herself and of the victim;
- 22) assesses the condition of the victim and identifies the need of provision first aid in accordance with the injury, if necessary, calls for professional help;
- 23) identifies the training needs of the team, and organizes training courses accordingly.

#### **B.2.9 Arranging and conducting of hiking tours**

**ECT Level 5**

##### Performance indicators

- 1) prepares written handouts on the Estonian hiking and nature trails and knows how to plan a hiking trails in the nature;
- 2) plans the hike as a whole package and takes into account the customer's physical, social, and material risks, manages the risks and provides first aid and behaves adequately in a crisis situation;
- 3) conducts topical hikes both in nature trails and in the trackless terrain, using technical means;
- 4) organizes the necessary equipment taking into account the duration and nature of the hike;
- 5) orients in the natural environment, using technical devices and natural signs;
- 6) explains to customers the codes of good practice of hiking tours and behavior in risk situations;
- 7) if necessary, arranges for catering, taking into account the expectations, needs and specificities of the target group;
- 8) mediates to customers the information about the nature (animals, plants, biotic communities, the natural environment) and the Estonian cultural history linking it to the area and providing accurate facts;
- 9) in mediating the nature, uses methods of active learning, providing customers with experiences;
- 10) draws up training programs and teaches according to them, taking into account the difference between the target groups;





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| 11) presents to his or her customers natural values and explains the processes and developments occurring in the nature, shaping the attitudes valuing the environment;<br>12) identifies the training needs of the team and organizes training courses accordingly;<br>13) trains and supervises inexperienced tour guides. |
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### TRANSVERSAL COMPETENCIES

<b>B.2.10 Communication skills</b>	<b>ECT Level 5</b>
<u>Performance indicators</u> 1) interacts with customers and partners securely and effortlessly, using a variety of communication tools and communication techniques; 2) behaves in a balanced way, and copes with error situations.	
<u>Assessment Method(s):</u> Transversal competencies are assessed in integration with the assessment of all other competencies provided in the occupational qualification standard.	

## Part C

### GENERAL INFORMATION AND ANNEXES

<b>C.1 Information for the preparation and approval of the occupational standard, the awarding body, and a reference to the location of the occupational standard in the classifications</b>	
1. The marking of the occupational standard in the occupational qualification register	04-11062014-03/3k
2. Occupational qualification standard prepared by:	Kadri-Mai Kuldkepp, Seikluspark OÜ Ingrid Kuligina, MTÜ AMK Annereet Paatsi, Tartu Vocational Training Centre Toomas Pannal, Kanuumatkad OÜ Toomas Pärle, VeeTee Projekt OÜ Kadri Tammik Tourism Development Center Enterprise Estonia Reeda Tuula, Tallinn University Erle Tüür, Luua Forestry School Andres Virkus, Field Archery Association of Estonia
3. Occupational qualification standard approved by	Professional Council of Services
4. Professional Council Decision No.	17
5. Date of Professional Council Decision.	11.06.2014
6. Occupational Standard valid until (date)	10.06.2019
7. Occupational Standard version number	3
8. Reference to the Classification of Occupations (ISCO 08)	3423 Fitness Instructors and Recreation Managers 5111 Travel and flight attendants
9. Reference to the European Qualifications Framework (EQF)	5
<b>C.2 Occupational title in a foreign language</b>	
English Senior Activity instructor	
Senior Ropes Course Instructor	
Senior Field Archery Instructor	
Senior Wilderness Guide	
<ul style="list-style-type: none"> <li>• - Water Tour Instructor</li> <li>• – Hiking Tour Instructor</li> <li>• – Winter Tour Instructor</li> <li>• - Cycling Tour Instructor</li> <li>• - Riding Tour Instructor</li> </ul>	
<b>C.3 Annexes</b>	