



Australian Government

SIS20110 Certificate II in Community Activities

Release: 3

SIS20110 Certificate II in Community Activities

Modification History

The release details of this qualification are in the table below. The latest information is at the top.

Release	Comments
3	Editorial updates. Updated units.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions with a focus on customer contact such as assisting with the conduct of recreation activities, and facility maintenance and operations. Work may be undertaken as part of a team and would be performed under supervision. Work would be undertaken in locations such as community recreation centres or facilities, indoor recreation facilities and leisure and aquatic centres.

Job Roles

The following are indicative job roles for this qualification:

- activity assistant
- customer service assistant

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and for VET in Schools delivery.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills required by the sport and recreation industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with clients and colleagues to determine and interpret their specific requirements; understanding verbal and written information on community recreation products and services; completing maintenance documentation; preparing accurate records of client details; interpreting and carrying out verbal instructions from other employees.
Teamwork	Working as a skilled team member, receiving instructions and understanding own role in assisting in preparing and conducting community recreation activities; supporting other team members to provide quality sport and recreation experiences for clients; recognising and adapting appropriately to cultural and language differences.
Problem-solving	Identifying hazards and risks that may arise during community recreation activities; responding to emergency situations within scope of responsibility; clarifying the extent of, and resolving problems through negotiating with clients in a sensitive and culturally appropriate manner; taking responsibility for seeking assistance from colleagues to resolve issues; dealing with delays and equipment breakdowns; adhering to organisation policies and procedures to guide solutions to problems.
Initiative and enterprise	Adjusting work procedures to differences in equipment, activities and facilities; taking correct action and following established procedures on discovery of an actual or potential emergency, security or safety hazard; reflecting on own performance for improvement.
Planning and organising	Collecting and recording information to assist with the efficient planning and delivery of community recreation activities; setting work priorities and scheduling own daily work activities to meet deadlines; following organisation policies and procedures to complete facility maintenance tasks in an efficient manner.
Self-management	Understanding and complying with the legal and ethical responsibilities that apply to own role in the community recreation industry; applying basic safety practices and procedures; seeking and acting on feedback from colleagues and clients to improve own

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

	work performance.
Learning	Knowing the networks and sources of information within the community; keeping well informed of updates and changes to organisational policies, procedures and regulations; accessing professional development opportunities to strengthen own skill base and sharing information with colleagues.
Technology	Understanding the operating capability of computer systems and software that assist in selling, planning and delivering community recreation products and services; safely using and maintaining sport and recreation equipment according to manufacturer's specifications and organisation policies and procedures.

Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units which may be selected from the electives listed in this qualification or from units first packaged at AQF level 1, 2, or 3 from SIS10; up to 2 of these units may from any current accredited course or other Training Package, and must be first packaged at AQF level 2.

In all cases selection of electives must relate to the core function or role of the candidate's current or intended work environment, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core (8)	
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
HLTFA301C	Apply first aid
SISXCAI102A	Assist in preparing and conducting sport and recreation sessions
SISXCCS201A	Provide customer service
SISXEMR201A	Respond to emergency situations
SISXIND101A	Work effectively in sport and recreation environments
SISXOHS101A	Follow occupational health and safety policies
Electives (5)	
Aquatics	
SISCAQU201A	Monitor pool water quality
SISCAQU202A	Perform basic water rescues
Cross Sector	
SISXCAI101A	Provide equipment for activities
SISXCCS202	Process entry transactions
SISXFAC207	Maintain sport, fitness and recreation equipment for activities
SISXFAC208	Maintain sport, fitness and recreation facilities

Imported	
ICAICT203A	Operate application software packages
SIRXCLM101	Organise and maintain work areas
SIRXMER201	Merchandise products
SIRXSLS002A	Advise on products and services
SIRXSLS201	Sell products and services
SITXCCS101	Provide information and assistance