



Australian Government

**Assessment Requirements for SISXIND001
Work effectively in sport, fitness and
recreation environments**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- integrate industry knowledge and provide service to clients for a minimum of ten service periods that individually or in combination involve:
 - interacting with and positively responding to diverse demands and requests of multiple clients
 - working with speed and efficiency to deal with numerous service and operational tasks simultaneously
 - identifying issues and problems, determining solutions and taking appropriate action to resolve
 - working cooperatively as part of a team, monitoring the service process and workflow, and taking responsibility for own work outcomes
 - providing technical advice and support to other team members.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
 - administrative reporting
 - administration and reporting relating to:
 - completing financial transactions
 - completing work plans and schedules
 - handover
 - hygiene, health, safety and security:
 - completing incident, work health and safety and maintenance reports
 - customer service
- complaint handling
- information sources for the sport, fitness and recreation industry and how to access that information
- roles and responsibilities of service team members
- sectors of the sport, fitness and recreation industry and their interrelationships, roles and functions

- full details of organisation products, services, facilities, current promotions, events and entertainment.

Assessment Conditions

Skills must be demonstrated in:

- a sport, fitness or recreation environment. This can be a workplace or simulated environment.

Assessment must ensure access to:

- products and services to be delivered to clients
- industry-realistic ratios of staff to clients; these can be:
 - staff and clients in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>