



Australian Government

SISXIND001 Work effectively in sport, fitness and recreation environments

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a sport, recreation or fitness environment. The unit requires the ability to use industry knowledge to support the completion of day-to-day work activities.

This unit applies to key personnel working in customer service roles in gyms, aquatic centres, community centres or indoor activity centres. It also applies to individuals working as instructors, trainers or guides and volunteers in indoor and outdoor settings with a range of client groups.

These individuals work under supervision and according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop industry knowledge.	1.1 Identify and access sources of information on the industry sector. 1.2 Implement industry information in day-to-day work activities. 1.3 Identify the economic and social significance, and the impact, of the industry sector on individuals and the community. 1.4 Update knowledge and share with clients and colleagues as appropriate. 1.5 Identify the role of volunteers within the sport, fitness and recreation industry.
2. Identify client needs and organisational objectives.	2.1 Conduct and participate in daily work activities. 2.2 Refer clients to services. 2.3 Implement a client focused approach according to community development philosophies and principles. 2.4 Identify and apply industry standards of ethical practice. 2.5 Adapt work processes to meet the specific needs of individual clients.
3. Implement customer service practices.	3.1 Respond to client feedback in line with individual level of responsibility. 3.2 Follow up on client feedback in a timely manner. 3.3 Record communication and outcome between client and organisation.
4. Minimise risks to personal and public safety.	4.1 Identify situations that may endanger the personal safety of self, staff and other clients. 4.2 Implement actions to minimise risk, as required. 4.3 Report situations to appropriate staff, as required.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- research and interpret relevant information including procedures and instructions to meet organisational requirements within job role.

Writing skills to:

- complete documents in relation to incident reporting and client feedback.

Unit Mapping Information

SISXIND101A Work effectively in sport and recreation environments

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>