



Australian Government

SISSCO409 Work collaboratively with support personnel

Release: 1

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Modification History

The release details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Release	Comments
1	Replaces but is not equivalent to SISSCGP411A Work with officials. Competency outcome changed. Unit re-categorised from Coaching General Principles to Sport Coaching to better reflect the intent of the unit. This unit has been modified to include other support personnel such as administrators, support staff and medical personnel.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to consult with others to develop and maintain an effective working relationship in relation to sporting activities or competition.

Application of the Unit

This unit applies to personnel who coach or train athletes in a sport-specific training or competition setting at an intermediate level.

Licensing/Regulatory Information

Each National Sporting Organisation (NSO) has specific training and assessment requirements for accreditation of coaches. These requirements will vary between different sports and those developing training and assessment for this unit should undertake consultation with the relevant NSO or State Sporting Organisation (SSO) to determine any specific arrangements for courses, trainers and assessors to facilitate RPL for individuals to achieve the required registration status to operate as a coach in that sport.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| 1. Identify personnel who can assist with coaching activities. | 1.1 Research availability of <i>support personnel</i> , their skills and the range of services provided.
1.2 Identify key personnel for the relevant sporting activity, training program or competition.
1.3 Consult with support personnel to plan <i>strategies</i> to resolve key training, competition or activity issues according to <i>organisational policies and procedures</i> .
1.4 Select methods for implementing strategies and advice received.
1.5 Seek clarification from support personnel as required. |
| 2. Apply information received to coaching activities. | 2.1 Incorporate recommendations from support personnel when planning coaching sessions and competition preparation activities.
2.2 Recognise information that needs to be shared with support personnel and provide as required.
2.3 Provide advice to athletes with identified specific requirements in consultation with support personnel.
2.4 Maintain working relationships with support personnel. |
| 3. Monitor and evaluate relationships. | 3.1 Consult with support personnel to assess the effect of the strategies in facilitating effective relationships.
3.2 Make modifications to the strategies in consultation with support personnel and athletes. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - consult with support personnel to develop and assess strategies to build rapport
 - interact with support personnel and athletes in a professional manner
 - resolve activity or competition issues
- self-management skills to determine and work within own areas of professional expertise

problem-solving skills to identify issues:

- in relationships and implement measures to improve working relationships
- identify issues requiring external assistance.

Required knowledge

- organisational policies and procedures to enable the development of effective relationships and professional conduct of competitions and activities
- available support personnel and their areas of expertise or responsibility
- relevant activity or sport-specific knowledge in order to work effectively with support personnel and understand and discuss decisions made
- roles and responsibilities of support personnel within an activity or sport.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- interact with a range of relevant support personnel according to knowledge and expectations of roles and responsibilities as well as developing and implementing strategies to facilitate professional and effective working relationships
- use effective communication techniques to consult with support personnel and maintains confidentiality, security and privacy of information
- apply a continuous improvement approach to evaluate relationships with support personnel and recommend potential improvements.

Context of and specific resources for assessment

Assessment must ensure:

- participation in multiple interactions with sports officials relevant to the individual's current or intended work role to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- a range of relevant support personnel
- a coaching setting including athletes participating in activities or competitions
- organisational policies and procedures in relation to interacting with support personnel.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of interaction with support personnel in forming and maintaining effective working relationships
- oral or written questioning to assess knowledge of the functions and responsibilities of support personnel
- third-party reports from a supervisor detailing work performance over multiple applications.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

- SISSSCO303 Plan and deliver coaching programs

- SISSSCO304 Customise coaching for athletes with specific needs
- relevant sport-specific technical units.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the individual, accessibility of the item, and local industry and regional contexts) may also be included.

Support personnel may include:

- classifiers
- disability specific
- sport administrators
- team managers
- gear stewards
- other coaches
- competition managers
- facility managers
- fitness professionals
- officials
- sports physician
- sports trainer
- sports doctor
- parent or guardian
- physiotherapist
- accredited exercise physiologist
- sports scientist
- remedial massage therapist
- accredited practising dietician
- psychologist.

Strategies may include:

- communication processes
- clarifying roles and responsibilities
- negotiation of best possible outcome for athletes
- discussion of decisions made by officials
- questioning and clarification of decisions
- promotion of protocols.

Organisational policies and procedures may include:

- work health and safety
- duty of care
- conflict resolution procedures
- communication protocols
- privacy
- mediation.

Unit Sector(s)

Sport

Competency Field

Sport Coaching