



**Australian Government**

# **SISXIND410 Coordinate sport, fitness and recreation work teams or groups**

**Release: 1**

# SISXIND410 Coordinate sport, fitness and recreation work teams or groups

## 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	New unit.

## Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate work teams or groups in a sport, fitness and recreation environment. It involves monitoring and organising staffing levels, informing team or group members of expected standards of work, motivating the team and maintaining staffing records. Group or team members may be paid employees or volunteers.

## Application of the Unit

This unit requires the team or group coordinator to consistently and responsibly apply organisational policy and procedures and local statutory requirements in regard to the induction, rostering, coordination, coaching and motivation of work teams or groups. It requires strong interpersonal communication skills. Those with managerial or supervisory responsibility undertake this role.

## Licensing/Regulatory Information

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

## 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.

- |                                       |   |
|---------------------------------------|---|
| 1. Determine staffing levels.         | <p>1.1 Set <b><i>staffing levels</i></b> within budget and according to organisational <b><i>policy and procedures</i></b>, industry codes of practice and <b><i>legislative requirements</i></b>.</p> <p>1.2 Roster teams or groups to meet anticipated demand and <b><i>statutory requirements</i></b>.</p> <p>1.3 Inform team or group members of individual rosters.</p> <p>1.4 Take corrective action as needed according to staff availability.</p>   |
| 2. Inform team members.               | <p>2.1 Communicate expected standards of work and behaviour required in a manner appropriate to the individual.</p> <p>2.2 Clarify workplace rights and obligations of employers and employees or volunteers.</p> <p>2.3 Induct new team or group members.</p> <p>2.4 Conduct staff meetings to address issues within area of responsibility.</p> <p>2.5 Disseminate documented outcomes from meetings.</p> <p>2.6 Provide regular on-going communication to keep team members up to date.</p>  |
| 3. Motivate the team.                 | <p>3.1 Encourage individuals to contribute to discussion and planning of team or group objectives and goals.</p> <p>3.2 Update and review team or group objectives and goals on a regular basis in consultation with <b><i>relevant personnel</i></b>.</p> <p>3.3 Develop positive and constructive relationships with and between team or group members.</p> <p>3.4 Treat all team or group members fairly, equally and with respect.</p> <p>3.5 Encourage team or group members to monitor their own performance, suggest improvements and identify professional development needs.</p> |
| 4. Monitor team or group performance. | <p>4.1 Identify opportunities to instruct team or group members who are unfamiliar with specific procedures.</p> <p>4.2 Identify strengths and weaknesses of team or group against current and expected work requirements.</p> <p>4.3 Monitor and adjust staffing requirements to respond to any</p>  |

- changes in tasks and functions required by the organisation.
- 4.4 Counsel team or group members, if required, in a positive and constructive manner and record outcomes accurately.
  - 4.5 Develop *contingency plans* to cope with unexpected or extreme situations and take appropriate corrective action as required.
  - 4.6 *Evaluate* team or group member performance against allocated responsibilities and performance standards.
  - 4.7 Monitor and review staff turnover rate.
5. Maintain staffing records.
- 5.1. Maintain *staff records* as required according to organisation policy, relevant awards and agreements, confidentiality, taxation and legal requirements.

## Required Skills and Knowledge

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

### Required skills

- interpersonal communication skills to:
  - inform team or group members of rosters
  - conduct staff meetings
  - instruct team or group members, including explaining and demonstrating
  - provide feedback and encouragement through clear and direct communication
  - ask questions to identify and confirm requirements
  - resolve conflict
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
  - share information on a regular basis
- literacy skills in regard to:
  - reading and interpreting workplace documents and legal requirements
  - reporting procedures
  - documenting meeting outcomes.

### Required knowledge

- interpersonal communication skills to:
  - inform team or group members of rosters
  - conduct staff meetings
  - instruct team or group members, including explaining and demonstrating
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## 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:

- consistently and responsibly apply organisational policy and procedures and ethical behaviour in regard to:
  - the coordination of staff including volunteers
  - monitoring, organising, maintaining staffing levels
  - the induction of new staff
  - maintaining staffing levels and coordinating work teams or groups within budgetary constraints
  - developing and maintaining team or group performance to meet organisation objectives
- demonstrate appropriate communication and interpersonal skills when motivating the team or group and informing staff of roles and responsibilities and sharing information
- comply with state and local statutory requirements and regulations, including relevant industry awards and agreements
- report suggestions for improvements in procedures to management.

#### Context of and specific resources for assessment

Assessment must also ensure access to:

- a sport and recreation work environment
- relevant documentation, such as:
  - legislation and statutory requirements
  - awards and agreements
  - job descriptions and responsibilities
  - training programs
  - organisation policies and procedures including volunteer management
- rostering and recording systems
- a work team or group.

#### 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 performance in the workplace

- third-party reports from a supervisor
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

**Guidance information for assessment**

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

- SISXFAC409 Plan and provide sport, fitness and recreation services.

## 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.

- Staffing levels*** may vary according to:
- seasonal demand
  - special events
  - time commitment of volunteers
  - promotions
  - competition schedules.
- Policy and procedures*** must include:
- complaint and grievance procedures
  - culturally appropriate entitlements e.g. funeral leave, national/religious days
  - employment conditions, equal opportunity, anti-discrimination, cultural diversity
  - induction and training
  - work health and safety
  - staff records
  - performance measures.
- Legislative requirements*** may include:
- award and enterprise agreements and relevant industrial instruments
  - commonwealth, state/territory and local government legislative requirements affecting organisation operation, especially in regard to work health and safety and environmental issues, EEO, industrial relations and anti-discrimination.
- Statutory requirements*** may include:
- minimum and maximum hours of work
  - meal and other breaks
  - leave entitlements
  - remuneration scales
  - penalty rates
  - relevant industry awards and agreements.
- Relevant personnel*** may include:
- team or group members
  - supervisors
  - managers.
- Evaluate*** may include:
- observation
  - self-reflection
  - third-party reports
  - client feedback
  - peer feedback
  - questioning.
- Staff records*** may
- disciplinary and grievance procedures



include:

- employee records (including tax file number, remuneration, leave and training records)
- job/position descriptions
- work health and safety records
- emergency contact details
- volunteer contact details
- records of taxation and superannuation payments made.

## **Unit Sector(s)**

Cross-Sector

## **Competency Field**

Working in Industry