



Australian Government

Assessment Requirements for SISXFAC012 Promote safe and effective use of facilities

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:

- develop three different information resources for a sport, fitness, aquatic or recreation facility that focus on three different identified safety needs
- for each above information resource:
 - determine the purpose and key messages to be covered
 - determine the audience, and create content that meets their needs
 - determine the type of media and delivery methods suited to the audience
- for an actual information strategy implemented, or from case study documentation:
 - evaluate the effectiveness of one resource
 - document areas for improvement.

Knowledge Evidence

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

- specific to the sport, fitness, aquatic or recreation environment:
 - common venue and environmental hazards
 - typical venue safety rules applicable to different types of activities and equipment, and rationale for rules
 - common types of unsafe patron behaviour
 - types of patrons, particularly at-risk patrons with special needs:
 - patrons with inadequate participation skills
 - individuals with disability
 - children
 - older persons
 - people from diverse cultural backgrounds
 - people with poor English language skills
 - key venue locations for distributing resources and presenting information
- methods used to identify information requirements:
 - discussions with internal staff members and external activity leaders
 - evaluation of incident reports to identify key issues

- evaluation of customer complaints about dangerous and unsocial behaviour of others
- identifying key safety rules for existing and new activities and equipment
- credible sources of information, how to obtain resources, and how to obtain permissions to use or adapt content:
 - sport, fitness, aquatic or recreation industry associations and safety bodies
 - government authorities
 - manufacturers of equipment
- characteristics of:
 - positive and professional communications, particularly written, that enhance customer engagement
 - well formatted and designed resources
- types of positive written language and approaches that can be used when dealing with negative issues, rules and compliance
- how to tailor information and resources to meet the communication needs of different audiences:
 - presenting information in languages other than English
 - using diagrams, photos and illustrations
 - using active, plain language expressions
 - using colours and characters that appeal to children
- methods used to disseminate information, and key formatting requirements for media:
 - social media platforms, including the key audience for different brands
 - organisational websites
 - posters
 - flyers and brochures
 - key message “scripts” for use by venue staff during their day-to-day interaction with patrons
 - big screen presentations in the venue
 - scripted announcements via public address systems
- methods used to evaluate effectiveness of information and strategies:
 - staff and patron questionnaires
 - informal discussions with staff, external activity leaders and patrons
 - analysis of data collected on incidents since implementation of information strategies.

Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated industry environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- computer and general software packages used to create information resources

- information about the facility, activities, equipment, types of patrons, and safety issues to develop tailored information resources and delivery strategies
- information resources from credible sources.

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

Links

Companion Volume implementation guides are found in VETNet -

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