



Australian Government

SISXIND001 Work effectively in sport, fitness and recreation environments

Release: 1

SISXIND001 Work effectively in sport, fitness and recreation environments

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

Elements describe the essential outcomes

1. Develop industry knowledge.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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

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

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.

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