



Australian Government

SISXRES002 Educate user groups

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and address issues in the use of facilities and activity resources. It requires the ability to develop resources or education for target user groups.

This unit applies to those working as program staff with supervisory responsibilities in a range of locations or with a range of user groups in aquatic programs, sport programs or recreation leisure centres, including gyms. They work autonomously 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

Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Develop educational strategies.

PERFORMANCE CRITERIA

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

- 1.1 Identify specific issues relating to the use of facilities and activity resources by user groups.
- 1.2 Suggest alternative strategies to address issues in consultation with staff, as appropriate.
- 1.3 Develop educational programs and/or resources to address issues.
- 1.4 Contribute to the production of educational material.
- 1.5 Assess and select strategies for presenting educational

programs.

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|---|---|
| 2. Plan and conduct educational programs. | 2.1 Plan educational programs according to the needs of the target user group.
2.2 Identify and organise required equipment and other resources.
2.3 Liaise with user groups to promote educational programs and/or resources.
2.4 Implement programs and resources to user groups. |
| 3. Evaluate programs. | 3.1 Seek and acknowledge feedback from user groups on effectiveness of programs.
3.2 Analyse feedback from user groups.
3.3 Evaluate components of program and/or resources according to evaluation criteria, and record outcomes.
3.4 Make recommendations for future improvement.
3.5 Review own performance and identify potential improvements.
3.6 Record, update and file documentation, schedules and costings. |

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
Oral communication skills to:	• discuss and respond to appropriate recommendations to expand participation • present information about education strategies to a wide range of groups • liaise with appropriate personnel to establish networks with education providers.
Problem-solving skills to:	• review and evaluate current education activities • implement and monitor initiatives to expand participation into the relevant sport, fitness or recreation service.
Technology skills to:	• maintain records of resource use and public education programs.

Unit Mapping Information

SISXRES301A Provide public education on the use of resources

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 SISXRES002 Educate user groups

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:

- identify and address at least three issues in relation to use of a current facility or activity resource through either:
 - educational programs
 - information resources such as notices, leaflets or handouts
- identify and address at least two issues that could arise as a result of upcoming changes to/ addition of a facility or activity resources through either:
 - educational programs
 - information resources
- promote each program and/or resource using appropriate strategies to the user group
- evaluate all educational programs and resources, identify improvements and document improvement for at least:
 - one program
 - one resource
- maintain and update records of information and programs.

Knowledge Evidence

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

- organisational policies and procedures to enable the production and storage of documentation and educational material
- potential issues in relation to resource use, to enable educational programs to target these areas
- components of an educational program
- types of educational material and presentation techniques to enable information on resource use to be conveyed effectively
- use of relevant audio-visual and multimedia equipment to enable clear presentations
- formal and informal evaluation techniques to enable improvements to be made in educational programs
- budgeting for educational programs and resources.

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:

- information relating to public safety issues
- audio-visual or multimedia presentation equipment
- suitable resources, for example facilities or venues
- organisational policies and procedures related to:
 - budget constraints
 - storage of documentation
 - production and circulation of materials
- a range of target user groups, these can be:
 - user groups in a workplace, or
 - individuals who participate in project activities, role plays or simulated activities, set up for the purpose of assessment, within a training organisation.

Assessment activities that allow the individual to:

- present and provide several educational programs or resources relevant to the candidate's current or intended work environment over a period of time
- interact with a variety of user groups, including conveying information that educates the safe use of resources
- deal with contingencies, such as inappropriate behaviour or inappropriate use of equipment, in a timely manner
- implement information from participant feedback to review programs in a timely manner.

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

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