



Australian Government

Department of Education, Employment and Workplace Relations

SISOODR506A Evaluate policy for an outdoor organisation

Release: 2

SISOODR506A Evaluate policy for an outdoor organisation

Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate policy and procedures for an outdoor recreation business or organisation and to suggest modifications, where appropriate. This includes researching the need and purpose for policy and procedures, conducting consultative processes with appropriate staff to review policy, drafting new or modified policy, where required, and supporting implementation.

Application of the Unit

This unit applies to those working in management or leadership roles in the outdoor recreation sector with responsibilities for planning, implementing and evaluating outdoor recreation programs and activities across a range of activity areas. This could include operations managers, program managers or adventure guides.

This may include outdoor recreation leaders working for outdoor education or adventure providers; volunteer groups; not-for-profit organisations or government agencies.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

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 the context of organisational policies and procedures.

- 1.1. Access and interpret **relevant legislation** that impacts on the operation of the outdoor organisation.
- 1.2. Establish the scope of **policy and or procedures** that contribute to enhanced organisational performance.
- 1.3. Identify and document the desired **outcomes** to be achieved through the implementation of policy and or procedures.
- 1.4. Determine the relationship between the policy and or procedures and the organisation's strategic or corporate plan and responsibilities.

2. Prepare to review current policy and or procedures.

- 2.1. Determine whether procedures exist for reviewing the impact of policy and or procedures on the organisation's performance.
- 2.2. Develop criteria to evaluate policy and or procedures as required, including timeframes for the evaluation process.
- 2.3. Identify and access **resources** required for the review of organisational policy and or procedures.
- 2.4. Identify **relevant parties** to be included in the review of organisational policy and or procedures.
- 2.5. Prepare terms of reference and guidelines for the review and make available to personnel contributing to the review.

3. Review the organisation's policy and procedures.

- 3.1. Identify and document the objectives of the policy and or procedures and rationale for their development.
- 3.2. Consult with **appropriate personnel** to determine whether the policy and or procedures comply with relevant legal and ethical responsibilities of the outdoor recreation organisation.
- 3.3. Determine whether the policy and or procedures clearly define individual responsibilities and duties in relation to the implementation of organisational objectives.
- 3.4. Determine whether the policy and or procedures incorporate responses to the possible impact of outside influences and changes in direction and or new trends.
- 3.5. Apply evaluation criteria to assess the effectiveness of the

ELEMENT**PERFORMANCE CRITERIA**

- policy and or procedures in achieving the organisation's business aims.
- 3.6. Seek **feedback** from relevant personnel to identify implementation issues in relation to specific areas and identify improvements to policy and or procedures.
- 3.7. Recommend, where appropriate, modifications to policy and or procedures.
4. Prepare draft policy and or procedures.
- 4.1. Draft new or modified policy and or procedures which comply with all relevant legislation and are consistent with organisational objectives, taking into account availability of resources and timeframes for implementation.
- 4.2. Identify personnel responsible for implementing policy and or procedures within the organisation.
- 4.3. Determine the feasibility of establishing a team or infrastructure to communicate details of policy and or procedures and implement them within the organisation.
- 4.4. Establish or modify performance management processes for monitoring the implementation of policy and or procedures within the organisation.
- 4.5. Establish a record keeping system to document issues which are relevant to the implementation of organisational policies and procedures.
5. Implement new or revised policy and or procedures.
- 5.1. Advise all relevant parties of their responsibilities under the new or modified policy and or procedures.
- 5.2. Provide education and training opportunities to all relevant parties as required to support implementation.
- 5.3. Monitor activities to ensure that policy and or procedures are adopted effectively.
- 5.4. Implement procedures for ongoing assessment of policy and or procedures within systems of work in the organisation or business.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - elicit information from key personnel to inform the evaluation of organisational policies and procedures
 - seek feedback on implementation issues
- literacy skills to:
 - access, collate, interpret and document information to inform the review process and outcomes
- research and establish relevant information impacting on policy or procedure review
 - develop evaluation criteria for the review
 - draft and document new or modified policies and procedures
- problem-solving skills to:
 - identify and evaluate areas of non-compliance and issues impacting on implementation of policies and procedures
 - make recommendations on improvements to support the implementation of new or modified policies and procedures
- planning and organising skills to undertake preparation for the review process, such as staff and resources, within identified timeframes
- numeracy skills to conduct the review within time and budgetary constraints.

Required knowledge

- legislation impacting on the operations of an outdoor business or organisation to enable the development and implementation of policies and procedures to address the legal obligations of the business
- organisational policies and procedures of the outdoor business or organisation to enable the effectiveness of these to be assessed and improved
- strategic business and operational plans of the outdoor organisation or business to enable the development of policies and procedures to achieve business objectives
- data collection and research methods to enable the identification and collection of relevant data and information to inform the development of new policies
- internal organisational and management systems and external operating environments to enable understanding of the environment in which policies and procedures are implemented
- organisation's prime objectives, functions and operations and key activity areas and structures
- financial management and budgeting to enable the review to be completed within budgetary constraints.

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 following is essential:

- develops systemic review procedures to undertake an evaluation of policies and procedures of an outdoor organisation that complies with relevant legislation and aligns with organisational operational requirements and responsibilities
- accesses and clarifies information to inform conduct and outcomes of the review and development of new or modified organisational policies and procedures
- documents draft policies and procedures in a format consistent with organisational requirements and uses communication strategies to inform and support personnel with implementation
- applies contingency management techniques to ensure compliance of policies and procedures is maintained in light of organisational changes and emerging implementation issues or changes in business direction.

Context of and specific resources for assessment

Assessment must ensure leading of a policy review and continuous improvement process on multiple occasions, that is of sufficient breadth to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- an outdoor recreation organisation or business with employees and or volunteers
- relevant legislative requirements for an outdoor organisation
- business information relevant to the management of the organisation
- relevant parties contributing to the review process.

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 leadership of preparation and conduct of review process
- oral or written questioning to assess knowledge of relevant legislation impacting on the operations of an

outdoor organisation

- portfolio of records and reports documenting evidence of review criteria and draft policies and procedures
- third-party reports from a supervisor detailing work performance.

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

- SISXOHS503A Establish and maintain Occupational Health and Safety systems.

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 candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Relevant legislation*** may include:
- occupational health and safety
 - permits or permission for access
 - environmental regulations
 - marine regulations.
- Policy and or procedures*** may include:
- administration
 - equal employment opportunity
 - occupational health and safety
 - performance assessment
 - grievance
 - training
 - recruitment
 - industrial relations
 - dealing with media
 - client confidentiality
 - privacy
 - staff dress
 - staff code of behaviour
 - client complaints
 - records maintenance
 - purchasing of supplies and equipment
 - counselling or disciplinary processes.
- Outcomes*** may include:
- customer service
 - staff performance
 - client satisfaction.
- Resources*** may include:
- human
 - physical
 - financial.
- Relevant parties*** may include:
- employees
 - clients
 - supporters
 - sponsors
 - members
 - volunteers
 - facility owners

Appropriate personnel may include:

- government.
- waterways departments
- surf rescue
- authorities
- supervisors.
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Feedback may include:

- verbal
- written.

Unit Sector(s)

Outdoor Recreation

Competency Field

Outdoor Recreation