



Australian Government

Department of Education, Employment and Workplace Relations

SISORAF404A Coordinate and manage white water rafting trips

Release: 2

SISORAF404A Coordinate and manage white water rafting trips

Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate as the trip leader rafting trips on Grade 3 white water. This includes managing other guides and applying advanced river guide, rafting and rescue management skills on Grade 3 white water.

Application of the Unit

This unit applies to those working as senior rafting guides or trip leaders who are responsible for coordinating and managing the conduct of single run and or multi day trips on Grade 3 rapids, including leadership in rescue situations. This may include those who coordinate other rafting guides with various levels of experience and skills.

This unit applies to 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.

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|------------------------------|---|
| 1. Plan for rafting trips. | 1.1. Coordinate <i>logistical details</i> of <i>rafting trip</i> according to <i>relevant legislation, organisational policies and procedures</i> and the operational management plan.
1.2. Determine trip objectives according to other guides and participant's characteristics, skills and experience.
1.3. Design a trip and choose a location or section of river that meets the participants needs, abilities and trip objectives.
1.4. Identify and implement risk management strategies that promote participant's safety.
1.5. Select equipment and resources required by participants and other guides during the rafting trip.
1.6. Inform <i>appropriate authorities</i> before commencing rafting trip. |
| 2. Manage rafting trips. | 2.1. Communicate relevant information to other guides involved in the rafting trip.
2.2. Manage <i>general trip problems</i> according to relevant legislation and organisational policies and procedures.
2.3. Supervise other guides on the river according to their experience and skill level the operational management plan.
2.4. Maintain communication with crew throughout trip |
| 3. Apply paddling manoeuvres | 3.1. Demonstrate a variety of <i>manoeuvres</i> on Grade 3 rapids maintaining hazard free lines, boat control and displaying good guiding technique.
3.2. Access and cross <i>difficult areas</i> on the river maintaining hazard free lines, boat control and displaying guiding technique. |
| 4. Crisis response and | 4.1. Identify <i>crisis management procedures</i> as outlined |

ELEMENT	PERFORMANCE CRITERIA
management	in the organisation's emergency plan. 4.2. Apply rescue leadership skills with calm assurance in a simulated emergency river rescue. 4.3. Identify the roles and responsibilities of personnel in an emergency situation according to organisational policies and procedures and the operational management plan.
5. Complete post trip responsibilities and evaluate rafting trips.	5.1. Complete post trip tasks and evaluation according to organisational policies and procedures and the operational management plan. 5.2. Evaluate relevant aspects of rafting trip and complete trip reports according to organisational policies and procedures. 5.3. Identify potential areas of improvement for managing future rafting trips. 5.4. Notify appropriate authorities of trip completion if applicable. 5.5. Supervise retrieve, inspect, repair and store equipment according to organisational policies and procedures. 5.6. Debrief and coach guides on performance where applicable.

Required Skills and Knowledge

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

Required skills

- planning and organising skills to:
 - coordinate logistical details of trip
 - complete post trip tasks and evaluation
- problem-solving skills to:
 - manage general trip problems
 - cross difficult areas on the river
 - maintain hazard free lines and boat control
 - apply risk and crisis management procedures where required
- communication skills to:
 - outline all relevant information to other rafting guides and participants
 - notify and gain information from external agencies when necessary
- leadership skills to:
 - delegate tasks in emergency and white water rescue situations
 - manage and supervise other guides during trip
- teamwork skills to:
 - work with crew and apply rafting skills to maintain control of the raft
 - assist others in capsize and rescue procedures
- effectively completing a sequence of paddling manoeuvres to negotiate multiple river features in a rapid on multiple occasions
- river reading skills, such as direction and speed of flow, currents, eddies and other hydrological features to demonstrate good guiding technique and enable safe conduct
- repair and maintenance skills to deal with emergencies and contingencies while coordinating rafting trip.

Required knowledge

- legislation, organisational policies and procedures and the operational management plan to enable safe coordination and conduct of rafting trips
- relevant government and peak bodies applicable to rafting to ensure safety and protection of environment
- site-specific information to assist in the planning process and enable management of potential rafting hazards, and any special restrictions applying to the area
- equipment and raft types used on Grade 3 rapids, and material, construction and repair techniques to ensure prolonged life span and safety requirements
- hydrology and river features such as currents, banks, change in gradient and volume, and their impact on safety
- international river grading system to understand conditions and appropriateness of the river to the level of participants

- knots used to secure raft and perform rescues
- broad range of rescue and recovery techniques
- defensive and aggressive swimming techniques to maintain personal safety
- interpretation of weather information to identify forecast conditions and their effect on the activity.

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:

- plans and coordinates logistical details
- ensures guides are appropriately qualified and experienced for the planned trip
- applies trip leading skills and knowledge over multiple occasions and multiple venues
- effectively guiding on multiple multi-day trips
- applies effective crisis and risk management techniques to deal with a range of problems and variable factors that may arise during rafting trips
- applies sequenced rafting manoeuvres to negotiate a range of white water river features while maintaining control of the raft
- briefs and supervises other guides throughout trip and identifies roles and responsibilities of crew members in emergency and rescue situations
- post trip documentation completed in accordance with organisational procedures
- evaluates and reflects on own performance to identify strengths, weaknesses and areas that need improvement.

Context of and specific resources for assessment

Assessment must ensure coordination and management of single run and multi day rafting trips on Grade 3 rapids to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- suitable inland rivers, with Grade 3 rapids, that enable the coordination and management of white water trips
- a group of guides and participants to take part in the rafting trip
- rafting, safety, rescue, navigation and communication equipment
- organisational policies and procedures, relevant legislation, and organisation's operational plans to enable safe and legal operation
- a suitable and safe method of transport, if required to

drive raft to and from activity location.

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 safe coordination and management of other guides and participants throughout white water rafting trip
- observation of advanced river guide and rafting skills on Grade 3 rapids, including white water rescue and recovery management
- oral or written questioning to assess knowledge of relevant legislation, organisational policies and procedures, and operational plan to enable safe and legal conduct of rafting trip
- observation of dealing with general trip problems and difficult areas on a river
- review of trip plans and post-trip evaluations
- third-party reports from a supervisor detailing performance.

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

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.

Logistical details may include:

- briefings
- timing
- transportation
- equipment and resource requirements
- staffing requirements
- communication requirements
- participant information and screening
- catering requirements.

Rafting trip may include:

- single run trips
- multi day trips.

Relevant legislation may include:

- occupational health and safety
- permits or permission for access
- environmental regulations
- marine regulations

Organisational policies and procedures may include:

- occupational health and safety
- use, maintenance and storage of equipment
- communication protocols
- risk and crisis management plans
- responsibilities of crew in emergency situations
- international river grading system
- code of ethics.

Appropriate authorities may include:

- National Parks service
- Water board or authority
- police
- private land owners
- local council

General trip problems may include:

- overweight participants
- drugs and alcohol affected participants
- dissatisfied customers
- equipment difficulties
- trip cancellation
- participants not wishing to continue trip
- physical impairment.

Manoeuvres may include:

- forward and reverse ferry gliding
- breaking into and out of the current
- avoiding obstacles
- paddling through holes
- paddling over drops
- use of rocks to stop.

Difficult areas may include:

- rock gardens
- confused currents
- boily or strong eddy lines
- wave trains
- fast and disturbed currents.

Crisis management procedures may include:

- flood water conditions
- extreme weather
- emergency camps
- on-river raft repairs
- dealing with participant injuries or illness
- participant evacuation
- search and rescue
- dealing with fatality.

Leadership skills may include:

- prioritising risk (self, team, others)
- talk, reach, throw, wade, row, go, tow principles
- delegation of tasks
- managing conflict
- ensuring the safety of participants.

Relevant aspects may include:

- coordinating logistical details of trip
- identifying legal requirements governing rafting industry
- supervising other guides
- coordinating and managing emergencies, rescue situations and trip problems
- apply advance river guide techniques
- customer satisfaction

Unit Sector(s)

Outdoor Recreation

Competency Field

Rafting