



Australian Government

Department of Education, Employment and Workplace Relations

SISSCGP411A Work with officials

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to consult with sports officials to develop and maintain an effective working relationship in relation to sporting activities or competition.

Application of the Unit

This unit applies to personnel who coach or train athletes in a sport-specific training or competition setting and those who work in sports development roles.

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. Develop strategies to promote effective working relationships with officials.

- 1.1. Identify key ***officials*** for the relevant sporting activity or competition.
- 1.2. Consult with officials to plan ***strategies*** to resolve key ***competition or activity issues*** according to ***organisational policies and procedures***.
- 1.3. Select methods for implementing ***strategies*** according to organisational policies and procedures.
- 1.4. Identify communication techniques which are appropriate to the needs of ***officials*** and the competition or activity.

2. Implement strategies to develop working relationships with officials.

- 2.1. Communicate with ***officials*** to establish the most relevant ***strategies*** for the situation.
- 2.2. Implement ***strategies*** in activity-specific setting according to organisational policies and procedures.
- 2.3. Maintain working relationships with officials according to organisational policies and procedures.

3. Evaluate relationships with officials.

- 3.1. Consult with officials to assess the effect of the ***strategies*** in facilitating effective relationships with officials.
- 3.2. Make modifications to the ***strategies*** in consultation with ***officials*** and ***athletes***.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - consult with officials to develop and assess strategies to build rapport
 - resolve activity or competition issues professionally
- use communication techniques appropriate to the needs of officials
- problem-solving skills to identify issues in relationships with officials and implement measures to improve working relationships.

Required knowledge

- organisational policies and procedures to enable the development of effective relationships and professional conduct of competitions and activities
- relevant activity or sport-specific knowledge in order to work effectively with officials and understand and discuss decisions made by officials
- roles and responsibilities of officials within an activity or sport in order to understand how and why officiating decisions are made.

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:

- interacts with relevant sports officials according to knowledge and expectations of roles and responsibilities as well as developing and implementing organisational strategies to facilitate a professional and effective working relationship with officials
- uses effective communication techniques to consult with officials and develops trust and confidence in dealings with sports officials
- applies a continuous improvement approach to evaluate relationships with sports officials and recommend potential improvements.

Context of and specific resources for assessment

Assessment must ensure participation in multiple interactions with sports officials relevant to the candidate's current or intended work role to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- relevant sports officials
- a coaching setting including athletes participating in activities or competitions
- organisational policies and procedures in relation to interacting with officials.

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 interaction with sports officials in forming and maintaining effective working relationships
- oral or written questioning to assess knowledge of the functions and responsibilities of sports officials
- third-party reports from a supervisor detailing work performance over multiple applications.

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

- relevant sport-specific coaching units of competency.

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.

Officials may include:

- referees
- judges
- umpires
- scorers.

Strategies may include:

- communication processes
- clarifying roles and responsibilities
- negotiation of best possible outcome for athletes
- discussion of decisions made by officials
- questioning and clarification of decisions
- promotion of protocols.

Competition or activity issues may include:

- the role of the captain in dealing with on-field officials
- disputes and protests (processes and procedures)
- pre- and post-competition communication
- communication between athletes, coaches and officials
- the officials' duty of care
- coach and official relationships
- interpretation of the laws and rules that govern the sport or activity.

Organisational policies and procedures may include:

- occupational health and safety
- duty of care
- conflict resolution procedures
- communication protocols
- mediation
- protocols on criticism of officials.

Athletes may include:

- beginner through to high performance level competitors
- female or male
- children
- those with or without a disability or special needs
- those with or without social disadvantage

- minority ethnic and cultural groups.

Unit Sector(s)

Sport

Competency Field

Coaching General Principles