



Australian Government

Department of Education, Employment and Workplace Relations

SISSPA505A Coordinate team or group management

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge to plan and implement the management of teams or groups within a sporting club or organisation, and includes the management of teams or groups, human resources requirements and public relations.

Application of the Unit

This unit applies to those working autonomously in a sports development role such as competition managers who are responsible for managing competitions or identifying and developing athletes.

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 and implement club objectives.

- 1.1. Identify club or organisational needs in relation to performance in team activities.
- 1.2. Assess strengths and weaknesses of team or group performance in consultation with appropriate **team personnel**.
- 1.3. Identify training and development needs for each team or group according to identified club or organisational needs.
- 1.4. Develop and document club or organisation objectives in consultation with appropriate team personnel.
- 1.5. Communicate club or organisation objectives to all members according to **organisational policies and procedures**.

2. Develop and implement a public relations plan.

- 2.1. Establish communication protocols for club members according to organisational policies and procedures.
- 2.2. Establish contacts with media personnel according to organisational policies and procedures.
- 2.3. Research and coordinate preparation of media kits and make available to relevant media personnel.
- 2.4. Develop and implement a **public relations plan** according to club or organisational objectives.
- 2.5. Document the public relations **plan** and communicate to **all team members and relevant personnel**.

3. Coordinate human resources

- 3.1. Identify and document human resource requirements for the activity, club or organisation.
- 3.2. Develop and implement **recruitment strategies** to meet identified human resource requirements.
- 3.3. Identify individuals who are available to assist the club or organisation according to **relevant legislation**

ELEMENT**PERFORMANCE CRITERIA**

- and organisational policies and procedures.
- 3.4. Delegate responsibilities according to individuals' identified abilities and commitment.
4. Evaluate team or group management
- 4.1. Develop and implement evaluation methods according to the requirements of the activity, club or organisation.
- 4.2. Review club or organisational objectives against team or group performances to ascertain the extent to which they are being achieved.
- 4.3. Document **evaluation** results and seek feedback from appropriate club or organisational personnel.
- 4.4. Make recommendations based on documented evaluation outcomes and feedback and make modifications where necessary.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - develop a rapport with club or organisational personnel
 - lead consultations to identify and convey information about club or organisational objectives and team training and development needs and seek feedback on the effectiveness of management strategies for the group or team
- literacy skills to:
 - collect and analyse information to develop and document club or organisational objectives, a public relations plan and recruitment strategies
 - research and develop media kits to promote effective public relations
- planning and organising skills to develop and implement public relations and communication protocols to enable effective team management
- problem-solving skills:
 - identify, assess and address club human resource requirements to support effective club performance
 - evaluate team management
 - identify potential contingencies and develop strategies to respond to them.

Required knowledge

- strategic planning in order to enable effective planning and monitoring of club or organisational management
- human resource management to enable effective identification of staff training needs, recruitment and delegation of responsibilities
- organisational communication systems to enable effective communication within the club or organisation
- legislation and organisational policies and procedures to enable professional, responsible and accountable team management
- relevant rules, regulations, guidelines for the sporting activity or game in which the club or organisation is involved to enable monitoring of club or organisation activities
- media relations practices in order to deal with the media effectively
- public relations practices in relation to a sporting team to enable the effective development and maintenance of relationships with relevant stakeholders.

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:

- consults widely to establish, club or organisational needs to achieve team performance objectives and utilises knowledge of these to plan, manage and evaluate human resource and public relations requirements of the team or group within the activity or activities
- develops a communication system to establish links with club members and the media appropriate to the information needs of the club or organisation and to convey information about group or club activities, performance and commitments to relevant stakeholders
- applies contingency management techniques to deal with a range of problems and issues that may impact on club or organisation activities and manages conflict within the organisation.

Context of and specific resources for assessment

Assessment must ensure participation in interactions with club or organisation personnel that involve the provision of information and the coordination of activities which are of sufficient breadth and complexity to demonstrate consistency of performance

Assessment must also ensure access to:

- club or organisational personnel to enable consultation
- sources of information to assist in determining club or organisational requirements
- current organisational policies and procedures and relevant legislation that impact on the effective management of club or organisation sport activities.

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 club personnel to determine club needs and objectives
- observation of planning and management of club human resource requirements

- oral or written questioning to assess knowledge of the application of legislative and organisational imperatives that impact on team management
- portfolio containing evidence of public relations plans and the identification of training needs
- 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:

- SISSSPA506A Coordinate team or group administration.

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.

Team personnel may include:

- team managers
- coaches or instructors
- volunteers.

Organisational policies and procedures may include:

- communication protocols
- recruitment
- training.

Public relations plan may include:

- image of team or group
- training for spokesperson and team or group members
- contact with public and media.

Recruitment strategies may include:

- person specifications
- job descriptions
- advertising.

Relevant legislation may include:

- occupational health and safety
- industrial relations
- equal opportunity
- privacy.

Unit Sector(s)

Sport

Competency Field

Sports Administration