



Australian Government

SISXIND101A Work effectively in sport and recreation environments

Release: 3

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work effectively in a sport and recreation environment. The unit focuses on the application of industry knowledge and organisational work practices to support the completion of day-to-day work activities.

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

Application of the Unit

This unit applies to key personnel working in a range of roles in sport, recreation or fitness sectors, such as community recreation, fitness, outdoor recreation and sport. It applies to individuals working in customer-service roles in gyms, aquatic centres, community centres or indoor activity centres, as well as to those working as instructors, trainers or guides and volunteers in indoor and outdoor settings with a range of client groups.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

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. Develop sport and recreation industry knowledge. | 1.1. Identify and access <i>sources of information</i> on the sport and recreation industry.
1.2. Apply <i>industry information</i> in day-to-day work activities.
1.3. Identify the <i>economic and social significance</i> of sport and recreation and their impact on individuals and the community.
1.4. Update knowledge and share with <i>clients</i> and colleagues as appropriate.
1.5. Identify the role of volunteers within the sport and recreation industry. |
| 2. Identify client needs and organisational objectives. | 2.1. Undertake daily work activities according to <i>organisational policies and procedures</i> .
2.2. Refer clients to services.
2.3. Apply knowledge of a client-focused approach according to <i>community development philosophies and principles</i> .
2.4. Carry out work tasks according to industry standards of <i>ethical practice</i> .
2.5. Adapt work processes to meet the specific needs of individual clients. |
| 3. Implement customer-service practices. | 3.1. Respond to client feedback according to organisational policies and procedures and in line with individual level of responsibility.
3.2. Follow up on feedback.
3.3. Record communication and outcome between client and organisation. |
| 4. Minimise risks to personal and public safety. | 4.1. Identify <i>situations</i> that may endanger the personal safety of self, staff and other clients.
4.2. Implement action to minimise risk.
4.3. Report situation to appropriate staff. |

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - interact with clients and staff in the provision of services
 - respond to client feedback
 - convey information to clients about problems and delays
 - report information about incidents to appropriate staff
- literacy skills to:
 - research, analyse and update relevant information
 - complete documents in relation to incident reporting and client feedback
 - interpret and follow procedures and instructions to meet organisational requirements within the job role
- problem-solving skills to:
 - identify potentially unsafe situations and implement appropriate actions to control the situation
 - refer clients according to own work role and level of responsibility
 - self-management skills to complete work tasks efficiently and within designated timeframes

Required knowledge

- information sources for the sport and recreation industry
- sectors of the sport and recreation industry and their interrelationships, roles and functions
- organisational policies and procedures relating to the safe and ethical performance of all tasks
- indicators of client behaviour that may endanger others
- principles of a client-focused approach, and philosophies and principles of community development to enable the application of inclusive practices.

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:

- accesses information on the sport and recreation industry and applies knowledge of industry and own sector to the performance of own work role
- interacts with a range of clients and staff according to industry standards of ethical practice
- completes work tasks efficiently, within defined timeframes and responsibilities, and according to organisational policies and procedures
- deals with contingencies according to own levels of responsibility.

Context of and specific resources for assessment

Assessment must ensure completion of multiple day-to-day work activities in a sport and recreation environment to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- different groups of clients and staff relevant to job and sector-specific contexts
- a variety of work-related products and services
- sources of information about the sport and recreation industry
- documentation, such as incident report forms and feedback sheets
- relevant support staff.

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 completing job tasks and interacting with staff and clients in the provision of customer service
- oral and or written questioning to assess knowledge of organisational and legislative requirements and their application to the work role
- a research project documenting information collected and analysed about the sport and recreation industry and its relevance to work activities

Guidance information for assessment

- third-party reports from a supervisor detailing performance

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

- SISXOHS101A Follow occupational health and safety policies.

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.

<i>Sources of information</i> may include:	• media • books • unions • industry associations and organisations • industry journals • personal observations and experience.
<i>Industry information</i> may include:	• peak bodies • professional or industry organisations • unions • types of employment opportunities, including part-time and casual • working hours • role of volunteers • qualifications obtained by employees or volunteers • different sport and recreation services and their relevance to industry sectors • relationships between sport and recreation and other industries • specific features of the local or regional industry • roles and responsibilities of individual staff.
<i>Economic and social significance</i> may include:	• impact on volunteers • effect on local amenities or facilities • community role in recreation • positive and negative impacts on health • national pride.
<i>Clients</i> may include:	• internal and external • customers with routine or special requests • regular and new • people from a range of social, cultural and ethnic backgrounds.
<i>Organisational policies and procedures</i> may include:	• anti-discrimination • client referral procedures

	• codes of conduct • complaint procedures and response times • consumer protection • duty of care • emergencies • equal opportunity • industrial relations • occupational health and safety • organisational report forms • reporting procedures • risk minimisation. • working with children • workplace relations.
Community development philosophies and principles may include:	• social justice • human rights • individual and social empowerment.
Ethical practice may include:	• professional relationships • client relationships • professional standards of customer service • information collection, storage and dissemination • operation of community recreation organisations • inclusive and non-discriminatory practices.
Specific needs may include:	• language • cultural • social • economic • physical • health.
Situations may include:	• verbal abuse • physical aggression • emergencies.

Unit Sector(s)

Cross-Sector.

Competency Field

Working in Industry.