



Australian Government

Department of Education, Employment and Workplace Relations

SRXFAC004B Plan and provide sport and recreational services

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to determine the services required by clients and to plan, implement and evaluate the services, from a facility management perspective.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish need for the recreation service at a facility	1.1 Undertake research to establish needs, and identify target groups 1.2 Determine the composition and nature of the services which will address the identified needs 1.3 Gain necessary approvals 1.4 Make recommendations to the appropriate person/s
2 Plan the service	2.1 Establish objectives and evaluation procedures 2.2 Establish work plans and administration procedures 2.3 Identify resources necessary for the service, determine a promotional plan and establish a budget 2.4 Determine service content and design and gain industry standards and necessary approvals 2.5 Undertake risk audit 2.6 Take into account the cultural, linguistic and special needs of the target group 2.7 Identify relevant legislation
3 Implement the service	3.1 Obtain and allocate necessary resources 3.2 Implement work plan, administration procedures and promotional strategy 3.3 Monitor, review and modify or cancel service if necessary to meet new circumstances 3.4 Conduct service safely to meet stated outcomes and objectives 3.5 Follow Occupational Health and Safety (OH&S) and organisation's emergency procedures and industry standards

- 4 **Evaluate the service**
 - 4.1 Seek **feedback** on the service
 - 4.2 Identify outcomes and assess against objectives
 - 4.3 Develop recommendations on future **services**,
record and report to the appropriate person in the
work environment

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered

Assessment must confirm sufficient knowledge of the service requirements of the organisation and its clients

Assessment of performance should be over a period of time covering all categories of administration, new circumstances and resources and any categories from the remaining Range Statements that are applicable in the learners environment

In particular, assessment must confirm the ability to

determine the nature of services that the organisation could provide in response to client needs

recommend the introduction of new services

plan services to meet identified client needs

implement the introduction of a service

monitor, review and evaluate the service

make and record recommendations on future services

Interdependent assessment of units

This unit must be assessed after attainment of competency in the following unit(s)

SRXGCSO04A Meet client needs and expectations

This unit must be assessed in conjunction with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with other units

Required knowledge and skills

SRXCAI006B Organise a sport and recreation program

SRXCAI007B Conduct a sport and recreation program

Required knowledge

Organisation policies and procedures

Organisation objectives

Resource allocation

Insurance policy/arrangements

Occupational Health and Safety (OH&S) legislation relevant to the provision of recreation services

Organisation emergency policy procedures

Community relations

Required skills

Ability to use computers

Research skills

Planning and coordination of services

Monitoring, reviewing and modifying services

Resource implications

Physical resources - assessment of this competency requires access to

a work environment in order to identify the need for and plan and provide a recreational service

Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must

be competent in this unit but preferably be competent in the unit at the level above

be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area

have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**

Consistency in performance

Due to issues such as dealing with a variety of client and services, this unit of competency must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to planning and providing sport and recreational services

Context for assessment

This unit of competency must be assessed in the context of a sport or recreation activity with a range of real clients. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes

Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&O rganise Information	Communicate Ideas&Info rmation	Plan&Orga nise Activities	Work with Others&in Teams	Use Mathematic al Ideas&Tec hniques	Solve Problems	Use Technology
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2 2 2 2 1 1 1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting information

regarding
target
groups

Communicating ideas and information -

Reporting on evaluation of service to clients

Planning and organising activities -

Planning the composition and nature of the services which will address the identified needs

Working with teams and others

-

Interviewing staff for feedback

Using mathematical ideas and techniques

- Collating number of feedback responses

Solving problems -
Dealing

with
complaints
from
customers

**Using
technology**

- Using a
computer to
construct a
survey
form

Please refer
to the
Assessment
Guidelines
for advice
on how to
use the Key
Competenci
es.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT

CATEGORIES

Administration procedures

[two categories]

registration

receipting

ticketing

confirmation of bookings

Budget

[all categories]

setting fees

Facility

[one category]

buildings

single

multi-purpose

built structures, eg, tracks and walkways

plant

fixtures

infrastructures

superstructure

Feedback

[three categories]

may be qualitative and quantitative

evaluation forms

asking people

numbers

surveys

complaints

	reaction
	feedback from staff
	financial information
Legislation	[all categories]
	state/territory statutory requirements
	local laws, by-laws, ordinances and policy
New circumstances	[all relevant categories]
	numbers
	weather
	facility booking falling through
	equipment failure
	people not arriving
	emergencies
Services	[one category]
	major events
	educational programs
	group programs/services
	an individual program/service
	overall program
	Occupational Health and Safety (OH&S)
	program
	term program
Resources	[all categories]
	staff
	equipment
	venues
	paperwork
Target group	[one category]
	may include
	non-English speaking background
	age specific

	disability specific
	aboriginal
	regular clients
	new clients
	gender specific
	specific ethnic origin
Work environment	[all categories]
	varies with respect to
	size of the organisation
	location
	organisational structure
	nature of the service(s) provided
	availability of resources and technology
Work plan	[all relevant categories]
	timeframes
	promotional plan
	roles and responsibilities
	permits, approvals and/or permission
	renovations and refurbishing
Unit Sector(s)	
	Not applicable.