



Australian Government

Department of Education, Employment and Workplace Relations

SRXRES002B Improve client awareness and implementation of environmental management practices

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 improve awareness of environmental management practices within an organisation and inform external clients of the organisations practices.

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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 Identify level of staff awareness and implementation of environmental management practices	1.1 Develop criteria for determining staff awareness and effectiveness of implementation of existing practices 1.2 Apply criteria in order to determine relative effectiveness 1.3 Identify the need for modification or improvement of staff implementation of existing environmental practices 1.4 Determine new areas which require implementation of environmental management practices in accordance with the organisation's policies and environmental management plan
2 Develop and rank methods to improve staff awareness and implementation of environmental management practices	2.1 Identify, research and collate relevant information to assist staff awareness in environmental management 2.2 Apply specialist knowledge and skills to determine the most suitable method 2.3 Establish criteria to develop an effective ranking of practices 2.4 Determine methods for improving staff awareness and reaching identified areas of need 2.5 Establish information needs and opportunities for community involvement in improving awareness
3 Implement appropriate methods to improve staff awareness	3.1 Identify and procure financial resources within budget cycles to support the achievement of required outcomes 3.2 Identify, train and assign personnel to tasks so that strategy requirements for skills and knowledge are met 3.3 Identify physical facilities and equipment and procure within budget cycles 3.4 Prepare information materials and distribute to

- ensure required awareness levels are achieved
- 3.5 Achieve improvement in staff awareness of environmental issues in accordance with local policy, procedures and relevant **legislative requirements**
- 4 **Monitor and review the levels of community awareness**
 - 4.1 Collect regular data and analyse to provide accurate measures of performance
 - 4.2 Make comparisons with required outcomes to assess performance
 - 4.3 Make recommendations for changes to methods and systems
 - 4.4 Implement changes to methods and systems to ensure outcomes are achieved
 - 4.5 Apply information obtained during monitoring and review to develop new methods and systems which are based on accumulated knowledge and experience
- 5 **Inform external clients of environmental management practices**
 - 5.1 Identify and use advantages of informing external clients of organisation's environmental management practices to determine methods to improve their awareness
 - 5.2 Identify opportunities to inform external clients of organisation's environmental management practices and notify supervisors/management of new opportunities
 - 5.3 Identify resources and information required to inform external clients and access within budget cycles
 - 5.4 Use interactions with clients as an opportunity to inform them of the organisation's environmental management practices
 - 5.5 Develop strategies to enable clients to participate in the implementation of the environmental management practices

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 methods to determine staff awareness of the organisation's environmental management strategies and the effectiveness of staff implementation of the strategies in the work environment as it applies to sectors in the industry (sport, community recreation, outdoor recreation or fitness). This knowledge also applies to client awareness

Assessment of performance should be over a period of time covering all categories of the Range Statements that are applicable in the learners work environment

Assessment must confirm the ability to apply this knowledge and appropriate techniques to determine the level of staff implementation of the organisation's environmental management practices

develop appropriate methods to improve staff implementation of the organisation's environmental management practices

accurately assess any improvement in implementation

assess client awareness of the organisation's environmental management practices

improve external client awareness of the organisation's environmental management practices

Interdependent assessment of units

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

Nil

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

the following unit(s)
Nil

Required knowledge and skills

Required knowledge

Environmental issues relevant to work practices and productivity
Environmental management practices
Community needs and expectations
Organisation structure and services
Training requirements/networks
Workplace health and safety legislation and relevant environmental legislation

Required skills

Research skills to identify information relevant to issues
Consultation skills to deal with people at all levels
Presentation skills to report to management and clients on initiatives
Programming skills
Strategic planning skills to integrate minor program goals with organisation goals
Budgeting skills to manage finances for programs
Evaluation skills to monitor effectiveness

Resource implications

Physical resources - Assessment of this unit of competency requires access to a real work environment associated resources and information on environmental management practice

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 variation in environmental issues and practices, 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 the work environment

Context for assessment

This unit of competency must be assessed in the context of a real audience and sport or recreation organisation. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace. Assessment of this unit of competency 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 & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	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
performanc
e (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
informatio
n -**

Collecting
and
analysing
qualitative
and
quantitative
information
from
internal and
external
sources

**Communic
ating ideas
and**

informatio

n -

Informing
and liaising
with staff
and others

**Planning
and**

**organising
activities -**

Planning
and
organising
activities to
raise staff
and client
awareness
of
environmen
tal
managemen
t practices

**Working
with teams
and others**

-

Collaborati
ng with
other
personnel,
staff and
clients

**Using
mathemati
cal ideas**

**and
techniques**

- Not
applicable

**Solving
problems -**

Identifying
problems in
staff
awareness
of
environmen
tal

managemen
t practices

**Using
technology**

- Using
relevant
technology
to conduct
research
and
implement
strategies
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

Effectiveness

[all categories]
the range of methods used
consistency of involvement
level and quality of training provided
level and quality of involvement
funding and resources required
quality and level of benefit derived
outcomes achieved and goals for improvement

Environmental management practices

[all categories]
awareness of types of practices that may include
business sustainability
human and physical resources
environmental load reduction
waste minimisation
ecological considerations

Legislative requirements

[all categories]
State/Territory statutory requirements
local laws, by - laws, ordinances and policy

Methods for improving staff awareness

[all categories]
methods include
significant use of resources
minimal input of resources
use of existing systems within the organisation
high quality materials
use of experts or consultants with relevant skills

Staff awareness

[all categories]
aspects of staff awareness includes
level of knowledge
need for information

awareness of methods of information
distribution
methods for suggesting improvements in
systems
internal system within the organisation

Unit Sector(s)

Not applicable.