### RPL Standard



### SISXIND001 Work Effectively in Sport, Fitness and Recreation Environments

**How to complete this form**

Complete all areas in **blue** on the following pages by providing information on your previous skills and qualifications using the information below as a guide.

**Unit Description:**

### This unit describes the performance outcomes, skills and knowledge required to work effectively in a sport, recreation or fitness environment. The unit requires the ability to use industry knowledge to support the completion of day-to-day work activities. To gain RPL for this unit of competency the applicant must meet the following benchmarks along with providing evidence that their current level of knowledge and skills is

Relevant to all performance criteria, knowledge and **performance evidence**.

**The applicant must provide evidence of the following to gain RPL for this unit:**

* Evidence of working in customer service roles in gyms, aquatic centres, community centres or indoor activity centres or
* Confirmation of working as instructors, trainers or guides and volunteers in indoor and outdoor settings with a range of client groups.
* Evidence of work under supervision and according to relevant legislation and organisational policies and procedures
* The applicant must demonstrate knowledge of all Performance Criteria, Essential Knowledge and Skills

**Example Evidence:**

### Relevant transcript & certificate

### Evidence of working with the industry through letters from employers outlining job role and duties

### Completion of ACFB e-learning quiz/oral questioning related to work within a fitness practice; If required this will be completed at a later stage.

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### *Unit Evidence Description*



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| **Applicant Name** |  |  |  |



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| ***SIS30315*** | | Certificate III in Fitness | | | **SISXIND001** | **Work Effectively in Sport, Fitness and Recreation Environments** | **Office Use only** | |
| **Type of Unit:** Core | | | **Prerequisite:** None | | **Sufficient** | **F.E.R.** |
| **Elements / Performance Criteria** | | | | **EVIDENCE** *(Applicant; Explain in detail how your evidence relates to the required knowledge listed)* | | |  |  |
| **1.** **Develop industry knowledge** | | | | | | | | |
| 1.1 | Identify and access sources of information on the industry sector | | |  | | |  |  |
| 1.2 | Implement industry information in day-to-day work activities | | |  |  |
| 1.3 | Identify the economic and social significance, and the impact, of the industry sector on individuals and the community | | |  |  |
| 1.4 | Update knowledge and share with clients and colleagues as appropriate | | |  |  |
| 1.5 | Identify the role of volunteers within the sport, fitness and recreation industry | | |  |  |
| **2. Identify client needs and organisational objectives** | | | | | | | | |
| 2.1 | Conduct and participate in daily work activities | | |  | | |  |  |
| 2.2 | Refer clients to services | | |  |  |
| 2.3 | Implement a client focused approach according to community development philosophies and principles | | |  |  |
| 2.4 | Identify and apply industry standards of ethical practice | | |  |  |
| 2.5 | Adapt work processes to meet the specific needs of individual clients | | |  |  |

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| **3. Implement customer service practices** | | | | |
| 3.1 | Respond to client feedback in line with individual level of responsibility |  |  |  |
| 3.2 | Follow up on client feedback in a timely manner |  |  |
| 3.3 | Record communication and outcome between client and organisation |  |  |
| **4. Minimise risks to personal and public safety** | | | | |
| 4.1 | Identify situations that may endanger the personal safety of self, staff and other clients |  |  |  |
| 4.2 | Implement actions to minimise risk, as required |  |  |
| 4.3 | Report situations to appropriate staff, as required |  |  |

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| **Knowledge Evidence** | **EVIDENCE** *(Applicant; Explain in detail how your evidence relates to the required knowledge listed)* | **Office Use Only** | |
|  | | **Sufficient** | **F.E.R.** |
| Organisational policies and procedures for:   * Administrative reporting * Administration and reporting relating to: * Completing financial transactions * Completing work plans and schedules * Handover |  |  |  |
| Hygiene, health, safety and security:   * Completing incident, work health and safety and maintenance reports * Customer service |  |  |  |
| Complaint handling |  |  |  |
| Information sources for the sport, fitness and recreation industry and how to access that information |  |  |  |
| Roles and responsibilities of service team members |  |  |  |
| Sectors of the sport, fitness and recreation industry and their interrelationships, roles and functions |  |  |  |
| Full details of organisation products, services, facilities, current promotions, events and entertainment |  |  |  |

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| **Performance Evidence** | **EVIDENCE** *(This evidence will be collected via documents outlined on first page)* | **Sufficient** | **F.E.R.** |
|  | | | |
| * Integrate industry knowledge and provide service to clients for a minimum of ten service periods that individually or in combination involve: * interacting with and positively responding to diverse demands and requests of multiple clients * working with speed and efficiency to deal with numerous service and operational tasks simultaneously * identifying issues and problems, determining solutions and taking appropriate action to resolve * working cooperatively as part of a team, monitoring the service process and workflow, and taking responsibility for own work outcomes * providing technical advice and support to other team members. | *This evidence will be collected via submission of documentation requested on the first & second page.* |  |  |

**Office Use Only**

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| **RPL Outcome** | | | | |
| **RPL Achieved** | Yes □ | No □ | |
| **Further Evidence Required** | Yes □ | No □ | |
| **Further Evidence *(list of required evidence)*** | | | | |
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| *RPL Assessor Name:* | | | *Date:* | |