

Aviation Unit Descriptors

AV071 Dangerous Goods Training

The purpose of this module is to give the learner the skills required to identify and correctly handle dangerous goods in the aviation environment

AV072 First Aid

The purpose of this module is to give the learner the skills required to identify and correctly handle dangerous goods in the aviation environment

AV073 Survival Skills

The purpose of this module is to give the learner the basic knowledge to qualify for employment in the aviation industry as an Airline Transport Pilot

AV099 Ethics and Lifestyle

The purpose of this module is to demonstrate how people's world view will impact on the way they interact with other people and the community. To identify how life style choices will impact on personal health and a person's ability to make sound decisions and manage stressful situations

AV105 Basic Aeronautical Knowledge

The purpose of this module is to give the learner the knowledge required to practice safe flying and good airmanship within the training area while carrying passengers

AV106 General Flying Progress

The purpose of this module is to give the learner the skills required to practice safe flying and good airmanship within the training area while carrying passengers.

AV110 Private Pilot Licence Theory

The purpose of this module is to give the learner basic knowledge to navigate and operate an aeroplane proficiently in Australian airspace.

AV111 Private Pilot Licence Practical

The purpose of this module is to give the learner basic skills to navigate and operate an aeroplane proficiently in Australian airspace

AV115 Night VFR Rating

The purpose of this module is to equip the learner with the necessary skills to fly and visually navigate an aeroplane at night in Visual Meteorological Conditions in the Australian airspace

AV120 Multi Engine Endorsement

The purpose of this module is to give the learner the necessary skills to operate a multi-engine aeroplane competently in both normal and emergency flight situations

AV130 Commercial Pilot Licence Theory

The purpose of this module is to give the learner the basic knowledge that will allow them to complete the training in order to commence employment in the Aviation Industry, as a Commercial Pilot

AV131 Commercial Pilot Licence Practical

The purpose of this module is to give the learner the basic skills and qualifications to commence employment in the Aviation Industry, as a Commercial Pilot

AV146 Cockpit Resource Management

The purpose of this module is to give the learner the ability to best utilise all the resources available

AV148 Multi-Crew Operations

The purpose of this module is to assist the learner to develop skills and attitudes appropriate to operations involving more than one crew member. This will better enable them to integrate into multi-crew operations that are common in airline operations.

AV205 Instrument Rating Theory

The purpose of this module is to give the learner the necessary knowledge to operate an aeroplane in Instrument Meteorological Conditions under the Instrument Flight Rules

AV206 Command (Multi Engine) Practical

The purpose of this module is to give the learner the necessary skills and qualifications to operate a multi-engine aeroplane in Instrument Meteorological Conditions under the Instrument Flight Rules

AV210 Instructor Rating Grade 3

The purpose of this module is to give the learner the knowledge and skills to qualify for employment in the aviation industry as a Grade 3 Flight Instructor

AV221 ATPL Meteorology

The purpose of this module is to give the learner the basic knowledge of meteorology to qualify for employment in the aviation industry as an Airline Transport Pilot

AV222 ATPL Human Factors

The purpose of this module is to give the learner a basic knowledge of human factor to qualify for employment in the aviation industry as an Airline Transport Pilot

AV223 ATPL Flight Planning

The purpose of this module is to give the learner the basic knowledge of flight planning to qualify for employment in the aviation industry as an Airline Transport Pilot

AV224 ATPL Performance and Loading

The purpose of this module is to give the learner the basic knowledge of Performance and Loading to qualify for employment in the aviation industry as an Airline Transport Pilot.

AV225 ATPL Aerodynamics and Systems

The purpose of this module is to give the learner the basic knowledge of aerodynamics and aircraft systems to qualify for employment in the aviation industry as an Airline Transport Pilot

AV226 ATPL Navigation

The purpose of this module is to give the learner the basic knowledge of navigation to qualify for employment in the aviation industry as an Airline Transport Pilot

AV227 ATPL Flight Rules and Law

The purpose of this module is to give the learner the basic knowledge of flight rules and air law to qualify for employment in the aviation industry as an Airline Transport Pilot

AV991 Certificate IV in Assessment and Workplace

Training:

- VT041 Plan assessment
- VT041 Conduct assessment
- VT043 Review assessment
- VT044 Train small groups
- VT045 Plan and promote a training package
- VT046 Plan a series of training sessions
- VT047 Deliver a training session
- VT048 Review training

Business Unit Descriptors

BSBADM301A Produce text from shorthand notes

The unit covers taking shorthand from a dictation source at 60 words (or more) per minute, in accordance with the current Australian Standard for shorthand speed, and producing an accurate text from the notes.

BSBADM303A Produce text from audio transcription

This unit covers transcribing audio tapes and producing accurate texts from the transcripts.

BSBADM304A Design and develop text documents

This unit covers the design and development of predominantly text-based documents using the advanced features of document design software. Software may include word processing and desktop publishing packages.

BSBADM305A Create and use databases

This unit covers the creation of simple data tables, forms, reports and queries to create a simple database that is used for storage and retrieval of information.

BSBADM306A Create electronic presentations

This unit covers the design of electronic presentations for speakers, self-access and on-line access.

BSBADM307A Organise schedules

This unit covers managing appointments and diaries for personnel within the organisation, using both manual and electronic diaries/appointment systems.

BSBADM308A Process payroll

This unit covers processing of payroll from provided data in manual and computerised payroll systems.

BSBADM309A Process accounts payable and receivable

This unit covers maintenance of accounts payable and accounts receivable records, processing of payments to creditors, and handling overdue accounts receivable.

BSBADM401A Produce complex texts from shorthand notes

This unit covers taking accurate shorthand notes at 80 words per minute (or more) in accordance with the current Australian Standard for shorthand speed, from a variety of sources, including dictation and multiple speakers; producing complex texts from these notes; and could involve inserting information or objects into the text as directed by the dictated course.

This unit is related to BSBADM301A Produce texts from shorthand notes.

BSBADM402A Produce complex business documents

This unit covers design and development of business documents using complex technical features of word processing and/or desktop publishing software.

BSBADM404A Develop and use complex spreadsheets

This unit will cover the advanced use of spreadsheet software to complete business tasks and produce useable complex documents. It is related to BSBCMN214A *Create and use spreadsheets*.

BSBADM405A Organise meetings

This unit covers organising meetings including agendas, papers, participants and minutes. Part of the unit involves a field trip to the Lake Macquarie City Council (full meeting session) to observe proceedings.

BSBADM406A Organise business travel

This unit covers organising domestic and overseas business trips and associated itineraries and making travel arrangements.

BSBCMN201A Work effectively in a business environment

This unit covers the skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.

BSBCMN203A Communicate in the workplace

This unit covers the skills and knowledge required to communicate in the workplace. It covers the activities of gathering, conveying and receiving information, together with completing routine written correspondence.

BSBCMN204A Work effectively with others

This unit covers the skills and knowledge required to work in a group environment, such as promoting team commitments and cooperating and supporting team members.

BSBCMN205A Using business technology

This unit covers the skills and knowledge required to select, use, and maintain business technology. This technology includes the effective use of computer software to organise information and data.

BSBCMN206A Process and maintain workplace information

This unit covers the skills and knowledge required to collect, process, store and maintain workplace information and its systems. It includes the maintenance of filing and records systems.

BSBCMN207A Prepare and process financial/business documents

This unit covers the processing of financial transactions including petty cash, invoicing and banking in a business environment.

BSBCMN208A Deliver a service to customers

This unit covers the skills and knowledge required to identify customer needs and provide a service to customers within a prescribed framework.

BSBCMN209A Provide information to clients

This unit covers the skills and knowledge required to greet clients and determine their needs in accordance with the organisation's requirements.

BSBCMN211A Participate in workplace safety procedures

This unit covers occupational health and safety requirements in business organisations and is essential for employees without managerial or supervisory responsibilities. The unit is based on Generic Competency A in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 [1998] 2nd edition).

BSBCMN212A Handle mail

This unit covers receiving and distributing incoming mail, collecting and dispatching outgoing mail, and organising and sending electronic mail.

BSBCMN213A Produce simple word processed documents

This unit covers the preparation and production of short routine letters, notes, memos and records using word processing software.

BSBCMN214A Create and use simple spreadsheets

This unit covers creating and using simple spreadsheets and charts through the use of spreadsheet software.

BSBCMN302A Organise personal work priorities and development

This unit covers the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence. A requirement of this unit is to participate for at least a week in work experience in an industry related to the student's area of specialisation.

BSBCMN308A Maintain financial records

This unit covers the maintenance of financial records for a business. It includes activities such as maintenance of daily financial records, including reconciling debtors' and creditors' systems and preparing and maintaining a general ledger and trial balance. It also includes activities associated with the monitoring of cash control for accounting purposes using manual systems and computerised accounting software.

BSBCMN309A Recommend products and services

This unit covers the skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.

BSBCMN310A Deliver and monitor a service to customers

This unit covers the skills and knowledge required to identify customers' needs and monitor a service provided to customers.

BSBCMN311A Maintain workplace safety

This unit is concerned with occupational health and safety responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's occupational health and safety policies and procedures and programs in a small team to meet legislative requirements. This unit is adapted from Competency B (see BSBCMN211A).

BSBCMN405A Analyse and present research information

This unit covers the skills and knowledge required to gather, organise and present workplace information using available systems.

BSBCMN406A Maintain business technology

This unit covers the skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes activities such as the maintenance of existing technology and the planning of future technology requirements.

BSBCMN410A Coordinate implementation of customer service strategies

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies and evaluate customer strategies on the basis of feedback and design strategies for improvement.

BSBFLM312A Contribute to team effectiveness

This specifies the outcomes required to by frontline managers to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

Frontline managers have a key role in developing efficient and effective work teams within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team cohesion by providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgment.

BSBFLM512A Ensure team effectiveness

This unit specifies the outcomes required by frontline managers to facilitate all aspects of team work within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating team

work and actively engaging with the management of the organisation.

Frontline managers/supervisors have an important facilitative role in the development and empowerment of work teams. This will be evident in the way frontline managers/supervisors work with teams and individuals, work across teams, and the initiative they take in strengthening the links between teams and the organisation's management.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgment, using a range of problem solving and decision making strategies.

BSBHR401A Administer human resources systems

This unit covers the administration of human resource policies and procedures, including performance, feedback, training and development plans, and workers' compensation. This is a foundation unit for any person wishing to pursue competency in HR administration.

This unit is based upon WRRPM.1A *Administer Human Resource Policy*, endorsed in the National Retail Training Package, but has been customised with additional outcomes.

BSBHR402A Recruit and select personnel

This unit covers the overall planning of personnel recruitment, writing job descriptions and recruiting and selecting staff. This role may be carried out by the manager or the task may be delegated to others.

This unit is based upon WRRPM.2A *Recruit and Select Personnel*, endorsed in the National Retail Training Package, but has been customised with additional outcomes.

BSBHR403A Process human resource documents and enquiries

This unit covers those administration functions which are particular to the role of an HR specialist at this level. The unit begins the specialisation of administrative functions relating to the processing of documents such as job vacancies and leave applications.

BSBHR404A Coordinate human resource services

This unit covers the development of objectives in relation to services, the delivery of performance management and the resolution of industrial/employee relations issues.

BSBMKG402A Analyse consumer behaviour for specific markets

This unit covers the analysis of consumer behaviour to enable marketing to be targeted to specific markets and specific needs.

BSBMKG403A Analyse market data

This unit covers the analysis of market data to assist in targeting marketing activities and drawing up a marketing plan. It interprets trends and market developments, competition and sources of market data.

BSBMKG406A Build client relationships

This unit covers the establishment, maintenance and improvement of client relationships to support attainment of key business outcomes.

BSBMKG407A Make a presentation

This unit covers the presentation, delivery and review of a presentation to a target audience.

BSBRKG301A Control records

This unit describes the work required to classify, register and track records and information about documents within a business or records system

BSBRKG402A Provide information from and about records

This unit describes the work required to respond as effectively as possible to enquiries from potential users of records for information about records, or for information that might be obtained from them. This includes processes for giving enquirers access to records.

BSBSLS301A Develop product knowledge

This unit covers the development of product knowledge as preparation for the sales process. It looks at the conversion of product knowledge into product benefits and evaluates competing products.

BSBSLS302A Identify sales prospects

This unit covers identification of potential sales prospects through application of prospecting methods, qualifying prospects and managing prospect information. Co-assessed with BSBSLS301A

BSBSLS303A Present a sales solution

This unit covers presentation of a sales solution which responds to the specific buying needs of the client and it deals with managing buyer resistance.

BSBSLS304A Secure prospect commitment

This unit covers the sales process associated with securing prospect commitment to proceed with a sale and deals with response to buyer signals, negotiating and closing a sale.

BSBSLS305A Support post-sales activities

This unit covers attendance to post-sale activities that build and strengthen the partnership between salesperson and client, and enhances the prospect of future sales.

BSZ404A Train small groups

This unit covers the requirements for planning, delivering and reviewing training provided for the purposes of developing competency on a one-to-one or small group basis.

VE096 The Christian in the workplace

This unit enables participants to understand the Christian world view as a basis for personal and workplace behaviour. The Christian world view of developing interpersonal relationships within a business context is considered.

It also explores the understandings of Christian service and behaviour in the workplace environment, as well as the development of an understanding of a Christian service-oriented approach to meeting client needs.

VE097 Effective workplace/team relationships

This unit enables participants to develop team relationships that nurture Christian faith. It also explores the development of nurturing team relationships from a Christian faith perspective.

VE098 Ethics of workplace decision-making

This unit enables participants to demonstrate a knowledge of Christian ethics as a basis for negotiating and pursuing team goals.

The unit also teaches the student to demonstrate the ability to evaluate the culture and ethics of actual workplace situations from a Christian perspective.

VE099 Christian workplace culture

This unit enables participants to demonstrate a service-oriented approach to meeting client needs and to describe workplace culture as the context for negotiating team goals. It includes study of the Christian view of empathy, tolerance and impartiality in the context of stressful or difficult client-related situations as well as Christian workplace behaviour, ethics and interpersonal negotiations for pursuing team goals

Outdoor Recreation Unit Descriptors

BSBCM301A Exercise initiative in a business environment

This unit covers the skills and knowledge required to exercise initiative and influence others in a business environment. It includes making decisions in accordance with organizational requirements.

BSBCM302A Organise personal work priorities and development

This unit covers the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.

BSBCM304A Contribute to personal skill development and learning

This unit covers the skills and knowledge required to support own learning and skill development needs in the context of an organisation's goals and objectives.

BSBCM305A Organise workplace information

This unit covers the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and information management systems.

BSBCM312A Support innovation and change

This unit covers the skills and knowledge required to contribute ideas for improved work practices and to support the implementation of innovative work practices to effect change.

This unit draws on the work of the innovative Work Skills project of the Australian National Training Authority.

BSBCM313A Maintain environmental procedures

This unit covers the maintenance and monitoring of the organisation's environmental policies and procedures as an integral part of the organisation's business operations. Those who work under instruction but have some autonomy in the workplace should undertake this unit.

BSBCM402A Develop work priorities

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development.

BSBCM403A Establish business networks

This unit covers the skills and knowledge required to develop and maintain effective workplace relationships and networks. It covers the activities of communication and representation.

BSBCM404A Develop teams and individuals

This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup.

BSBCM405A Analyse and present workplace information

This unit covers the skills and knowledge required to gather, organise and present workplace information using available systems.

BSBCM412A Promote innovation and change

This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.

BSBCM413A Implement and monitor environmental policies

This unit covers the implementation and monitoring of the organisation's environmental policies and procedures as an integral part of the organisation's business program. Those who work or expect to work in a supervisory capacity would be advised to undertake this unit. It could also be useful for small business.

BSBFLM303A Contribute to effective workplace relationships

This unit covers the skills and knowledge required to develop, establish and maintain effective workplace relationships and networks. It covers the activities of communication and representation.

BSBFLM404A Lead work teams

This unit is equivalent to the original unit *BSXFMI404A Participate in, lead and facilitate work teams*. This unit covers the skills and knowledge required to lead a team or work group in a business environment. It includes developing plans, providing leadership and supervising the performance of a group.

BSZ404A Train small groups

This unit covers the requirements for planning, delivering and reviewing training provided for the purposes of developing competency on a one-to-one or small group basis.

ICAITU012C Design organisational documents using computing packages

This unit defines the competency required to produce organizational documents using application software within organizational guidelines. The project lifecycle and the information technology methodology employed will determine which particular units of competency are relevant to this unit.

ICAITU126B Use advanced features of computer applications

This unit defines the competency required to utilize computer applications to their full capacity employing all advanced features as required. The project lifecycle and the information technology methodology employed will determine which particular units of competency are relevant to this unit.

OA99 Visionary Leadership in the Outdoors I

This is a compulsory unit that has been developed to enhance the understanding and experience of Christian spirituality. It covers the application of religious, ethical and social values of Avondale College philosophy to Outdoor Recreation. The delivery of VLO1 includes the completion of the following units:

- SROABLO01B—Take an assistant leadership role in the facilitation of adventure-based learning activities
- SRXGRO002A—Deal with conflict

OB99 Visionary Leadership in the Outdoors II

This is a compulsory unit that has been developed to enhance the understanding and experience of Christian spirituality. It covers the application of religious, ethical and social values of Avondale College philosophy to Outdoor Recreation. The delivery of VLO2 includes the completion of the following unit:

SRXGRO03A—Provide leadership to groups

PUAOPE002A Operate communications systems and equipment

This unit covers the competency to transmit and receive communications in routine and operational situations using the organisation's communication systems and equipment.

SROABL001B Take an assistant leadership role in the facilitation of adventure-based learning activities

This unit covers the knowledge and facilitation skills to assist with adventure-based learning activities, in situations where the responsibility for the overall activity or program rests with a more experienced facilitator. This unit deals specifically with the skills, knowledge and attitudes required to facilitate learning through adventure activities.

SROABN001A Demonstrate simple abseiling skills on natural surfaces

This unit covers the knowledge and skills required to participate in basic abseiling activities on natural surfaces (including tree abseiling). The learner will be under supervision, using resources provided by a leader/supervisor. The level of responsibility will be restricted to selection of personal equipment, from that provided, to suit personal needs and situations.

SROABN002A Safeguard an abseiler using a single rope belay system

This unit covers the knowledge and skills required to use a single rope belay system and a bottom brake system under direct supervision to safeguard an abseiler. It may be applied to abseiling on either natural or artificial surfaces.

SROABN003A Apply single pitch abseiling skills on natural surfaces

This unit covers the knowledge and skills required to independently abseil in single pitch situations on natural surfaces (including tree abseiling). It includes belaying skills for the protection of self and others. It does not cover setting up/rigging an abseil.

SROABN004A Establish ropes for single pitch abseiling on natural surfaces

This unit covers the knowledge and skills required to select fixed and natural anchors for the attachment of ropes and equipment for belays, eg, tapes, karabiners. These anchors are to be used in establishing belay systems and rigging rope pitches for abseiling on natural surfaces (including tree abseiling). These systems must be able to accommodate different belayer and abseiler abilities in a single pitch context. Anchors must be selected from a diversity of locations, offering different environmental conditions, eg, rock type, tree type, type of weather and resultant effects.

SROABN007A Guide abseiling on natural surfaces (single pitch)

This unit covers the knowledge and skills required to guide clients in a routine single pitch abseiling activity on a natural surface, where there are clearly defined operating procedures for the abseiling site. The abseiling site should have easy access to the top and the bottom of the abseil(s), be free from complex set up and/or operating issues, and should be free from hazards. Anchors at the site should be obvious and easily accessible, and should be either fixed or natural.

SROABN008A Instruct abseiling on natural surfaces (single pitch)

This unit covers the knowledge and skills to instruct learners to achieve competencies in order to participate independently, or with minimal supervision, in a single pitch abseiling activity on natural surfaces.

SROBVG001A Demonstrate bushwalking skills in tracked or easy untracked areas

This unit covers the knowledge and skills required that relate specifically to bushwalking in a non-urban environment under the supervision of a suitably qualified leader for a period of up to two days' duration.

Tracked or easy untracked areas are reliably marked on maps and are obvious on the ground, tracks are inspected on a regular basis and road or other safe collecting features are easily reached within two hours by applying elementary navigation principles.

SROBVG002A Demonstrate bushwalking skills in difficult or trackless areas

This unit covers the knowledge and skills that relate specifically to bushwalking in difficult or trackless areas under minimal supervision for a period of up to two days' duration in a bushland, arid, alpine, or rainforest area defined as difficult or trackless.

Difficult or trackless areas are where there are limited modifications to the natural surface so that track alignment is indistinct in places, there is minimal clearance along the track, signage is minimal and only for management purposes, there are terrain and man-made hazards (such as cliff lines or dense forests) and the possibility for changes in weather and visibility exists.

SROBWG003A Demonstrate bushwalking skills in unmodified landscapes

This unit covers the knowledge and skills that relate specifically to bushwalking in unmodified landscapes with no supervision on trips greater than two days' duration.

Unmodified landscapes are those which are totally natural where there are no modification to the natural surface so that track alignment is indistinct, no clearance along the track, there is no signage, the track is not managed for public risk and where the onset of extreme environmental conditions may have a significant adverse impact upon the bushwalk.

SROBWG004A Demonstrate river crossing skills

This unit covers the knowledge and skills required to select a suitable location and apply methods of crossing a river during a bushwalk.

SROBWG008A Guide bushwalks in tracked or easy untracked areas

This unit covers the knowledge and skills required to guide or lead clients on day and/or overnight bushwalks on terrain/conditions not exceeding personal skill level.

Tracked or easy untracked areas are reliably marked on maps and are obvious on the ground, tracks are inspected on a regular basis and road or other safe collecting features are easily reached within two hours by applying elementary navigation principles.

SROBWG009A Guide bushwalks in difficult and trackless areas

This unit covers the knowledge and skills required to guide or lead clients on day and/or overnight bushwalks on terrain/conditions not exceeding personal skill level.

Difficult or trackless areas are where there are limited modifications to the natural surface so that track alignment is indistinct in places, there is minimal clearance along the track, signage is minimal and only for management purposes, there are terrain and man-made hazards (such as cliff lines or dense forests) and the possibility for changes in weather and visibility exists.

SROCLN001A Demonstrate simple climbing skills on natural surfaces

This unit covers the knowledge and skills required to top-rope climb and belay a climber using a single rope belay system. The climbing will be in a single pitch context, on natural surfaces, under supervision. The climber/belayer will be using resources provided by a leader or supervisor, where the level of responsibility is restricted to selection of personal equipment (from that provided) to suit personal needs and the situation.

SROCLN002A Apply climbing skills on natural surfaces

This unit covers the knowledge and skills required to apply single pitch climbing skills on a natural surface, and to use a variety of different belay devices, techniques and systems. This unit relates to independent participation as part of

a climbing party. It does not include the competencies required to instruct or guide others or provide related competencies such as establishing belay systems.

SROCLN003A Establish belays for climbing on natural surfaces

This unit covers the knowledge and skills required to select anchors (fixed and/or natural) for the attachment of ropes and other equipment (eg tapes and karabiners) for belays. These anchors are to be used to establish belay systems in an independent single-pitch climbing context on a natural surface.

SROCLN009A Instruct climbing on natural surfaces (restricted)

This unit covers the knowledge and skills required to instruct learners to achieve competencies in order to participate independently, or with minimal supervision, in a routine top-rope climbing activity on a natural surface, where there are clearly defined operating procedures for the climbing site. There should be easy access to the top and bottom of the climb(s), also the climbing site should be free from complex set up and/or operating issues, and should be free from hazards. Anchors at the site should be obvious and easily accessible, and should be either fixed or natural.

SROCNE001A Demonstrate simple canoeing skills

This unit covers the knowledge and skills required to undertake a canoeing activity under supervision and to develop the ability to control and manoeuvre a canoe in controlled conditions on flat and undemanding water.

SROCNE003A Perform deep water rescues

This unit covers the knowledge and skills required to determine and perform the most appropriate deep water rescue for the situation and circumstances applicable to canoeing, kayaking and sea kayaking.

SROKYK001A Demonstrate simple kayaking skills

This unit covers the knowledge and skills required to undertake a kayaking activity under supervision and to develop the ability to control and manoeuvre a kayak in controlled conditions.

SROKYK002A Demonstrate simple kayaking skills to a high standard

This unit covers the knowledge and skills required to paddle a kayak in controlled conditions to a high standard of technical correctness.

SROKYK003A Apply inland kayaking skills on grade 2 water

This unit covers the knowledge and skills required to control a kayak on Grade 2 water.

SROKYK005A Guide kayaking trips on flat and undemanding water

This unit covers the knowledge and skills required to guide or lead clients on day and/or overnight kayaking trips on flat and undemanding water conditions.

SROKYS001A Demonstrate simple sea kayaking skills

This unit covers the knowledge and skills required to undertake a sea kayaking activity under supervision and to develop the ability to control and manoeuvre a craft in controlled conditions.

SROKYS002A Demonstrate simple sea kayaking skills to a high standard

This unit deals covers the knowledge and skills required to paddle a sea kayak in controlled conditions to a high standard of technical correctness.

SROKYS003A Apply sea kayaking skills in moderate conditions

This unit covers the knowledge and skills required to control a sea kayak in moderate conditions.

SROKYS005A Plan and navigate a sea kayaking inshore passage

This unit covers the skills and knowledge required to plan and navigate an inshore passage for a sea kayak and determine the kayak's position. This includes the use of coastal navigational charts to plan and conduct the passage and the application of coastal navigational techniques.

SROKYS007A Instruct sea kayaking (easy to moderate conditions)

This unit covers the knowledge and skills to instruct learners to achieve competencies in order to participate independently, or with minimal supervision, in a sea kayaking activity.

This unit can be applied to the instruction of sea kayaking on easy to moderate conditions.

SRONAV001B Navigate in tracked or easy untracked areas

This unit covers the knowledge and skills required in off-road navigation in areas where there are tracks or other significant landmarks in situations where extreme environmental conditions are not likely to occur.

Tracked or easy untracked areas are reliably marked on maps and are obvious on the ground, tracks are inspected on a regular basis and road or other safe collecting features are easily reached within two hours by applying elementary navigation principles.

SRONAV002B Navigate in difficult or trackless areas

This unit covers the knowledge and skills required to apply off-road navigation in untracked areas in situations where extreme environmental conditions and/or poor visibility are not likely to occur.

Difficult or trackless areas are where there are limited modifications to the natural surface so that track alignment is indistinct in places, there is minimal clearance along the track, signage is minimal and only for management purposes, there are terrain and man-made hazards (such as cliff lines or dense forests) and the possibility for changes in weather and visibility exists. In the context of inland navigation on waterways, difficult or trackless areas

are areas of water where there are few obvious visible landmarks and the craft can be affected by wind and/or currents and tides.

This unit incorporates the unit *SRONAV001B Navigate in tracked or easy untracked areas*, and this should be taken into consideration when planning to meet pre- and co-requisite requirements.

SRONAV003B Navigate in unmodified landscapes in extreme environmental conditions

This unit covers the knowledge and skills required to conduct navigation in unmodified landscapes where extreme environmental conditions and/or poor visibility are likely to occur and the activity participants need to operate independently.

Unmodified landscapes are those which are totally natural and there are no modifications to the natural surface so that track alignment is indistinct, there is no clearance along the track, there is no signage, the track is not managed for public risk and where the onset of extreme environmental conditions may have a significant adverse impact upon the activity.

This unit incorporates the unit *SRONAV002B Navigate in difficult or trackless areas*, and this should be taken into consideration when planning to meet pre- and co-requisite requirements.

SROODR001A Apply basic outdoor recreation logistics

This unit covers the basic knowledge and skills to plan and participate in supervised outdoor activities of limited duration in a team environment in situations where extreme environmental conditions are not likely to occur. This unit addresses the basic principles, knowledge and skills to plan general (non-activity-specific) requirements for participation in outdoor activities under supervision. Activity-specific aspects of clothing and equipment selection are addressed in activity-specific units.

SROODR002A Plan outdoor recreation activities

This unit covers the knowledge and skills to independently plan and participate unsupervised in outdoor activities within a team environment in situations where extreme environmental conditions are not likely to occur. This unit addresses the basic principles, knowledge and skills to plan general (non activity-specific) requirements for participation in outdoor recreation activities. Activity-specific aspects of clothing and equipment selection are addresses in activity-specific units.

This unit incorporates the unit *SROODR001A Apply basic outdoor recreation logistics*, and this should be taken into consideration when planning to meet pre-and co-requisite requirements.

SROODR003A Plan outdoor recreation activities (Advanced)

This unit covers the knowledge and skills to independently plan and participate in outdoor activities within a team environment

- a where extreme environmental conditions could potentially occur; and/or
- b at a diversity of locations; and/or
- c for extended periods (three days or more).

This unit addresses the general principles, whilst activity-specific aspects of food, clothing and equipment selection and use are addressed in individual activity-specific units. This unit incorporates the unit *SROODROO2A Plan outdoor recreation activities*, and this should be taken into consideration when planning to meet pre- and co-requisite requirements.

SROODR005A Guide outdoor recreation sessions

This unit covers the knowledge and skills required to plan and conduct a non-instructional outdoor activity session for clients. The activity session would be within a context of limited supervision, within clearly defined contexts, eg, site-specific situations, with the guide or leader conducting activities on programs and performing other associated tasks, acting according to clearly defined Standard Operating Procedures and the organisation's documented guidelines. Persons at this level may work as an assistant with a more experienced leader in potentially non-routine or more complex activities.

Limited supervision includes working within clearly defined organizational procedures and policies with minimal on-site supervision, although restrictions may apply. Restrictions may be on the type of site, location or facility used, on the type of session conducted, on the number of clients, or on the conditions in which the session can be conducted, eg, environmental conditions, type of group.

This unit incorporates the unit *SROODR004A Assist in conducting outdoor recreation sessions*, and this should be taken into consideration when planning to meet pre and co-requisite requirements.

SROODR006A Manage risk in an outdoor activity

This unit covers the knowledge and skills of risk management in the context of outdoor activities in order to identify and record the potential risks and hazards in an activity, and development management strategies to lessen their potential impact. This unit also incorporates evaluation of the risk management analysis and risk management plan.

SROODR007A Develop and coordinate programs incorporating outdoor activities

This unit covers the knowledge and skills to plan non-instructional programs incorporating outdoor adventure activities in a variety of contexts to suit different client needs and different program goals. Emphasis is on the application of a depth and breadth of knowledge of adventure programming principles and of planning skills to cater for a diversity of needs and situations. Knowledge and understanding of adventure and its interrelationship with the client, the nature of the experience and risk management are key aspects of this unit.

SROOPS001B Implement minimal environmental impact practices

This unit covers the knowledge and skills required to ensure that practices are implemented to achieve minimal environmental impact whilst participating in outdoor activities under supervision.

SROOPS002B Plan for minimal environmental impact

This unit covers the knowledge and skills required to plan outdoor activities to ensure that minimal environmental impact occurs. The planning requires consideration of the appropriate combination of an activity with a setting. This involves the learner making informed decisions about the selection of settings and the conduct of the activity during the planning phase.

Note: For indigenous contexts, the delivery and assessment against this competency standard must comply with community protocols and guidelines and be supported by elders and custodians of country.

This unit incorporates the unit *SROOPS001B Implement minimal environmental impact practices*, and this should be taken into consideration when planning to meet pre- and co-requisite requirements.

SROOPS003B Apply weather information

This unit covers the knowledge and skills required to access and interpret meteorological data in order to plan outdoor activities.

SROOPS004B Interpret weather conditions in the field

This unit covers the knowledge and skills required to interpret weather signs in the field in order to predict future weather conditions and their impact on outdoor recreation activities.

This unit incorporates the unit *SROOPS003B Apply weather information* and this should be taken into consideration when planning to meet pre- and co-requisite requirements.

SROOPS006B Use and maintain a temporary or overnight site

This unit covers the knowledge and skills required to establish, use and maintain a temporary site. Temporary sites include sites used for rest stops, overnight camping and emergency shelters.

SROOPS007A Interpret weather for marine environments

This unit covers the knowledge and skills required to collect and interpret information from a weather map, make forecasts and record and interpret weather information in a specific maritime location in order to apply this to the conduct of an aquatic activity at that location.

SROVTR001A Perform vertical rescues

This unit covers the knowledge and skills to use single rope techniques and mechanical advantage systems to perform self-rescue and the rescue of others in uncomplicated single pitch vertical contexts. It does not include the selection or assessment of the anchor.

SROWWR001B Apply self rescue skills in white water

This unit deals with the knowledge and skills to respond safely and appropriately in white water in order to self-rescue.

SRXEMR001A Respond to emergency situations

This unit covers the knowledge and skills to recognize potential risks and emergency situations and to take action, within own area of responsibility and ability.

SRXEMR002A Coordinate emergency response

This unit covers the knowledge and skills to coordinate a response to an emergency situation, in accordance with an organisation's policy and procedures.

SRXFAD001A Provide first aid

This guideline competency deals with the provision of essential first aid in recognising and responding to an emergency using basic life support measures. The first aider is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required. In this guideline competency it is assumed the first aider is working under supervision and/or according to established workplace first aid procedures and policies.

SRXFAD002A Provide advanced first aid response

This unit deals with the provision of advanced first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance, and provision of support to other providers.

SRXFAD005A Manage casualty in a remote and/or isolated area

This unit deals with the provision of first aid to a casualty in a remote or isolated area and their management over an extended period of time until the provision of medical assistance or evacuation of the casualty.

SRXGCS004A Meet client needs and expectations

This unit involves the skills and knowledge of understanding, clarifying and meeting client needs and expectations in a single encounter or multiple encounters, on a one-to-one basis with a client.

SRXGCS006A Address client needs

This unit involves the skills and knowledge of managing ongoing relationships with a client. Such relationships are of a more complex nature where the worker needs to explore with the client what outcomes are possible and may best promote satisfaction. It also requires the worker to be familiar with a product/service that varies widely and is capable of significant customisation. The nature of the service/product delivery needs to be explored/negotiated with the client.

SRXGCST03A Process client complaints

This unit involves the skills and knowledge of handling negative feedback (complaints) from customers, whether formal or informal. Complaints may range from a simple

customer dissatisfaction which can be resolved on the spot to scenarios where external bodies such as police are required, and may vary in terms of severity, formality, source and documentation required.

SRXGCST05A Coordinate client service activities

This unit involves the skills and knowledge of understanding and implementing client service policies and procedures. This unit might be appropriate for workers, team leaders and managers who have a 'tactical' type of responsibility for client service delivery by others. This unit is not about delivering service directly to the customer.

SRXGRO001A Facilitate a group

This unit covers the knowledge and skills to establish a functional group within the context of a sport and recreation activity and to facilitate a group of clients participating in a sport and recreation activity or persons within a recreation organisation.

SRXGRO002A Deal with conflict

This unit covers the knowledge and skills required to deal effectively with conflict in the workplace.

SRXGRO003A Provide leadership to groups

This unit covers the knowledge and skills to provide leadership to groups of clients within a sport and recreation context.

SRXINU002A Apply sport and recreation law

This unit covers competencies required in identifying and applying laws which are relevant to the sport and recreation industry with application in the workplace.

SRXINU003A Analyse participation patterns in specific markets of the leisure and recreation industry

This unit encompasses analyses of current participation patterns to review and evaluate market penetration of existing leisure and recreation services and to provide direction for future marketing to be targeted to specific market segments in order to increase participation levels.

SRXINU004A Promote compliance with laws and legal principles

This unit covers competencies required in the analysis and interpretation of legislation relevant to the organisation and the sport and recreation industry. It also covers the development and evaluation of workplace systems to implement legislative requirements and ensure business compliance.

SRXOGN001A Conduct projects

This unit covers the planning, preparation and conduct of projects in accordance with a project management plan.

SRXOHS001B Follow defined OH&S policies and procedures

This unit covers competency in applying general occupational health and safety requirements in the usual workplace environment. It describes generic Occupational

Health and Safety competencies applicable for employees without managerial or supervisory responsibilities (eg, school-based workers, entry-level workers, trainees, apprentices). This unit is equivalent to the generic Occupational Health and Safety Competency A.

SRXOHS002B Implement and monitor the organisation's occupational health and safety policies, procedures and programs

This unit incorporates the appropriate knowledge and skills required to implement occupational health and safety policies, procedures and programs within the context of an established organisational occupational health and safety system. This unit is relevant for employees with supervisory responsibilities in roles such as team leaders, coordinators, forepersons or supervisors. This unit specifically addresses, at an operational level, the implementation of policies and procedures applicable to risks which affect the health and safety of personnel (staff, clients, onlookers).

This unit is equivalent to the generic Occupational Health and Safety Competency B.

SRXRES003B Contribute to the planning, monitoring and control of resources

This unit encompasses competencies required for the identification of resource requirements and usage trends, organisation of maintenance programs, and development of recommendations regarding the use and improvement of resources.

SRXRIK001A Undertake risk analysis of activities

This unit provides basic knowledge and skills to apply a risk management process in the context of a sport or recreation activity in accordance with an organisation's risk management policies and procedures and Australian/New Zealand Standard AS/NZS 4360:1999. In this context, the risk analysis process is conducted using structured analysis methodology (eg, templates) as determined by the organisation.

SRXTCN001A Assist with analysis and use of emerging technology

This unit defines the competency required to apply technical knowledge in preliminary analysis of emerging technology and to transfer and apply skills and knowledge to new technology and situations.

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