

Title	Demonstrate knowledge of communication and people management as an official in sports		
Level	3	Credits	6

Purpose	People credited with this unit standard are able to: describe communication skills, strategies and techniques as an official in sports; and demonstrate knowledge of people management as an official in a sporting environment.
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Classification	Recreation and Sport > Sport Officiating
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Available grade	Achieved
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Guidance Information

Definition

Official in sports refers to a person acting in an officiating or coaching position.

Outcomes and performance criteria

Outcome 1

Describe communication skills, strategies and techniques as an official in sports.

Performance criteria

1.1 Describe communication skills required of an official in sports.

Range may include but is not limited to – providing clear information, use of body language, active listening, dealing with a range of people, signalling, promotion of fair play.

1.2 Describe communication strategies that can be used when providing feedback.

Range may include but is not limited to – be professional, remain calm, address actions, focus on person/s, be fair, be confident, be firm, choose suitable physical area to resolve situation.

1.3 Describe how communication and interaction techniques may differ in response to the needs of a diverse range of individuals.

Range may include but is not limited to – choice of language, active listening, conflict management, body language.

Outcome 2

Demonstrate knowledge of people management as an official in a sporting environment.

Performance criteria

2.1 Describe common causes of conflict situations in a sporting environment.

Range may include but is not limited to – disagreement from participant over official's call, perceived bias, frustration with performance and/or result, misunderstanding instructions and/or rulings, player vs player, sideline behaviour.

2.2 Identify common signs of conflict and describe consequences of conflict situations within a sporting environment.

Range may include but is not limited to – disrupted event, unsafe environment, tension between participants, tension between coaches, potential effect on officiating performance, potential effect on coaching performance.

2.3 Describe strategies for managing conflict situations as an official within a sporting environment.

Range may include but is not limited to – proactive communication, warnings, sanctions, temporary exclusion, penalties, removal from ground or venue.

2.4 Describe strategies for promoting positive interactions as an official within a sporting environment.

2.5 Describe strategies for building trust as an official within a sporting environment.

Replacement information	This unit standard replaced unit standard 25811.
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Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 September 2018	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Skills Active Aotearoa Limited info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.