



**HumanAbility**

**SIS Outdoor Recreation  
and Leadership  
Qualification Review**

**Consultation Strategy  
October 2024**

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# 1. Introduction

## 1.1 Project details

Project full name and code:	SIS Outdoor Recreation and Leadership: Qualification Review
Project shortform name:	Outdoor Recreation
Project Manager:	Rosalie Staggard (Temporary)
Consultation Manager	Dan Waters

## 1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy is to support the review of the SIS Outdoor Recreation and Leadership qualifications. The strategy includes identification and mapping key stakeholder groups, and outlines consultation objectives, methods and timing of consultation activities.

The strategy is underpinned by the HumanAbility Stakeholder Engagement Plan and Engagement Principles.

## 1.3 Audience

The audience for this strategy is the Project Manager, Technical Committee, Consultation Manager, Project Team, Department of Employment and Workplace Relations (DEWR) and key stakeholder groups.

# 2. Background

## 2.1 Project overview

This project aims to review and update the SIS Outdoor Recreation and Leadership qualifications to ensure they reflect the latest industry standards, safety protocols, regulatory requirements, technological advancements, contemporary practice, and wellbeing outcomes for clients.

The project will include the review of four qualifications - Certificate II in Outdoor Recreation; Certificate III in Outdoor Leadership; Certificate IV in Outdoor Leadership; and Diploma of Outdoor Leadership, along with related skill sets and units of competency.

The Outdoor Recreation Industry includes activities like mountain biking, abseiling, journey-based expeditions, cycling, fishing, bushwalking, canoeing, surfing, and climbing. These activities, take place in a variety of settings from national parks to purpose-built facilities, catering to a wide range of participants.

The sector is diverse, comprising commercial enterprises, government bodies and not-for-profit organisations. There is a growing demand for outdoor activities, with the industry projected to grow 10.1% by 2026.

The review aims to ensure that outdoor recreation professionals are equipped with relevant, up-to-date skills and knowledge to effectively meet both current and emerging demands. It will also create clear and sustainable career progression pathways to support growth in the industry.

The qualifications review aims address several challenges within the industry, including a shortage of skilled workers, casualisation of employment, high staff turnover and the need for cost-effective training in remote areas. In addition, there is a critical need for quality training in high-risk activities to ensure safe outdoor recreation experiences. Diversity and inclusivity within the workforce are important and particular attention must be paid to enhancing access to outdoor recreation training across all communities, with a specific focus on Aboriginal and Torres Strait Islander students.

The sector is also expanding its role in health-related areas to offer therapeutic and preventative services, especially for participants of the National Disability Insurance Scheme (NDIS). There is a growing focus on health and well-being activities. In not-for-profit organisations such as Scouts and faith-based groups, activities and camps are often volunteer-driven. It is important to understand how these groups interact with the training products and how training can be targeted to volunteer needs.

## 2.2 Importance of stakeholder engagement for project success

Successful stakeholder engagement is critical to the project. It is important to hear from a diverse range of voices including training providers, businesses, employers and other organisations (e.g. not-for-profit), industry bodies, government agencies, people working and volunteering in outdoor recreation roles, and students.

HumanAbility will engage with key stakeholders through consultation activities to gather insights and feedback that will play an important role in shaping the project and inform changes to the Outdoor Recreation and Leadership qualifications.

## 3. Stakeholder engagement objectives and scope

### 3.1 Stakeholder engagement objectives

- Establish and coordinate a Technical Committee with representatives from key stakeholder groups including training providers, outdoor recreation businesses/organisations, workers and volunteers, industry bodies, and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors including training providers, outdoor recreation sector businesses/organisations and workers/volunteers, industry bodies, government agencies, students, and consumers.
- Gather diverse perspectives and insights to inform the qualification review.
- Provide effective, timely and transparent communication with stakeholders about consultation opportunities, progress and outcomes of the project.
- Ensure stakeholders feel valued, included and heard throughout the project.
- Monitor and review the impact of the project.

### 3.2 Scope of stakeholder engagement activities

#### In Scope

- Consultation with key stakeholders across the outdoor recreation sector to review and update four qualifications - Certificate II in Outdoor Recreation; Certificate III in Outdoor

Leadership; Certificate IV in Outdoor Leadership; and Diploma of Outdoor Leadership, along with 7 related skill sets and 195 units of competency.

- Consultation will also identify how common functions/skills, micro-credentials and specialisations can support the skills development requirements of this workforce. It will also explore pathways in the industry.
- Engagement methods and schedule of activities as outlined in Section 5.

#### Out of Scope

- Engagement methods and activities outside of the project and/or not listed under Section 5.

## 4. Stakeholder identification and analysis

### 4.1 Stakeholder identification

Stakeholder groups have been identified and mapped in accordance with the International Association of Public Participation (IAP2) principles and practices of engagement.

Table 4.2, below, outlines the key stakeholder groups, organisations and the benefits of their involvement.

The mapping exercise identifies how we will engage with each stakeholder group and what methods will be applied - as outlined in section 5.

Further stakeholder analysis, in consultation with the Technical Committee will identify key stakeholder organisations and individuals to consult throughout the project lifecycle, including the methods of engagement.

A consultation log will be developed and made available at the end of the project.

### 4.2 Stakeholder categories and analysis

Stakeholder group	Organisations	Benefits of involvement
Consultation with Sport and Recreation Industry Advisory Committee		Direct experience and understanding of the impact the qualifications have on the workforce.  Provide advice to HumanAbility via expert representatives across the sector
Technical Committee with expert representatives from across the sector	<i>Note: More representatives will be invited. See the Terms of Reference on the website for the full membership list</i>	Direct experience and understanding of the qualifications and the issues associated with implementation.

		Provide advice to HumanAbility as expert representatives from across the sector.  Assist with engaging Subject Matter Expert Groups.
RTOs and Educational Experts	All TAFEs and RTOs with <i>SIS20419, SIS30619, SIS40621, SIS50421</i> on scope will be invited to provide input via workshops or feedback via website. This includes circa 158 organisations.  TAFE Directors Australia  Independent Tertiary Education Council Australia	Direct experience and understanding of the qualifications.
Assurance and regulatory bodies	Australian Outdoors Council (Australian Adventure Activities Standard)	Have direct influence on the training systems.
Industry peak bodies	Outdoor Council of Australia Outdoors Queensland Outdoors NSW & ACT Outdoors Victoria Outdoors SA Outdoors WA Nature Based Outdoor Network South Australia Christian Venues Association Australian Camps Association Scouts Australia Scouts Australia Outdoor Health Australia Outdoor Education Australia	Advocate for improved training and pathway opportunities for pathology collection/assistance roles
Relevant commonwealth, state and territory government departments, along with the skills and training departments	DEWR  All State and Territory Training Authorities	Understanding of the issues regarding unit, qualifications and implementation issues.
Employers	All employers listed in Outdoor Recreation: - On HumanAbility's Stakeholder Database - That sign up for project updates via the HumanAbility Website	Direct experience in attracting, recruiting, and retaining the workforce

Subject matter expert groups (SMEs) across the sector	Names of SMEs to be invited to provide input by members of the Technical Committee. Given the breadth of activities covered in these qualifications, several groups will be needed.	Direct experience in training and delivery of specific activities.
Industry Training Advisory Boards	<ul style="list-style-type: none"> <li>-Skills IQ</li> <li>-CommunitySkills WA</li> <li>-Active Queenslanders Industry Alliance</li> <li>-Victorian Skills Authority</li> <li>-Industry Skills Advisory Council NT</li> <li>-Skills SA</li> <li>-Skills Tasmania</li> </ul>	Understanding of the qualifications and impacts of issue. Will be able to share updates within their relevant networks.

## 5. Strategic approach

### 5.1 Engagement methods

Method	Purpose	Who	Frequency
Consultation with Sport, Fitness and Recreation Industry Advisory Committee (IAC)	To provide advice on the establishment of Technical Committee, suggestions for engagement and feedback on project deliverables.	Human (Community) Services Industry Advisory Committee	At scheduled IAC meetings (during the lifecycle of the project)
Consultation with the Technical Committee	To support development, and provide advice on project deliverables. The Committee will include subject matter experts from key stakeholder groups and national coverage.	As listed in section 4.2	As needed throughout the project lifecycle: 2 Meetings planned for: Early November 2024, prior to March 2025, and between May and June 2025.
1:1 interviews	<p>To undertake a deep dive interview process – exploring the challenges / needs / skills associated with the qualification</p> <p>This will include interviews with employers to discuss settings, current roles,</p>	Employers and SMEs.	16 virtual interviews held by March 2025

Method	Purpose	Who	Frequency
	functions and tasks for the industry, ensuring that nuances between different jurisdictions and regulatory requirements are identified		
Consultation workshops – in person / face-to-face	To facilitate group discussions to understand challenges and workshop possible solutions  Training product review and development consultation.	All interested stakeholders	12 face-to-face workshops – held between March 2025 and May 2025  <i>In each capital city and regional locations to be determined in consultation with IACs, Technical Committee and ITABs</i>
Consultation workshops – online	To facilitate group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications  Training product review and development consultation	All stakeholders	3 virtual workshops held between March 2025 and May 2025.
Online portal (consultation tool) on the HumanAbility website	To engage all participants.  This is a two-way channel that enables project documents, including a consultation paper to be publicly available and capture stakeholder feedback, comments, and submissions.	All stakeholders	Open throughout consultation period
External meetings and events	To leverage opportunities to promote the project, gain buy-in and encourage participation	Interested Stakeholders	As required



Method	Purpose	Who	Frequency
	HumanAbility will attend the 2024 MTB Symposium and the 2024 National Outdoor Education Conference		
Cross Jobs and Skills Council (JSC) Consultation	To undertake information session/s with JSCs that have carriage of programs that intersect with this qualification review.  The relevant Jobs and Skills Councils will be kept informed of the progress of review and provided with opportunities to provide feedback.	Jobs and Skills Councils	Throughout consultation period
Professional development workshops	To conduct professional development workshops on the new training package components and good practice for delivery and assessment.  A recording of the virtual professional development workshops will be made available on the HumanAbility website.	Targeting trainers and assessors	3 virtual workshops delivered in October 2025

## 5.2 Timing

Project stage	Scheduled Start Date	Scheduled End Date	Key Deliverables
<b>Stage 1</b> Project set up (8 weeks)	18 Sep '24	14 Nov '24	<ul style="list-style-type: none"> <li>Establish project team</li> <li>Develop a Project Plan and Consultation Strategy</li> <li>Establish Technical Committee (TC)</li> <li>Hold TC meeting, seeking feedback on draft Consultation Strategy</li> <li>Submit Project Plan and Consultation Strategy to DEWR</li> <li>Create a project page on website, publishing the Consultation Strategy</li> </ul>

			and timelines and TC membership and ToRs
<b>Stage 2</b> Initial development (16 weeks)	14 Nov '24	7 Mar '25	<ul style="list-style-type: none"> <li>• 16 x virtual interviews with employers held</li> <li>• 1 x virtual functional analysis workshop held</li> <li>• Functional analysis report finalised and consultation paper developed</li> <li>• Develop draft qualifications, skill sets and units of competency</li> <li>• Hold TC meeting seeking feedback on consultation paper and draft qualifications, skill sets and units of competency</li> </ul>
<b>Stage 3</b> Public and government consultation (8 weeks)	10 Mar '25	16 May '25	<ul style="list-style-type: none"> <li>• Upload to HumanAbility's website draft qualifications, skill sets and units of competency</li> <li>• Send communique to all key public and government stakeholders including RTOs currently delivering the qualifications that consultation is open and details on how feedback can be submitted.</li> <li>• Conduct: <ul style="list-style-type: none"> <li>○ 12 face-to-face workshops</li> <li>○ 3 virtual workshops</li> </ul> </li> <li>• Consultation log made visible on HumanAbility's website with the log regularly updated with feedback</li> </ul>
<b>Stage 4</b> Incorporating feedback (4 weeks)	19 May '25	13 Jun '25	<ul style="list-style-type: none"> <li>• Review all feedback received</li> <li>• Meet with the Technical Committee, seeking advice on conflicting stakeholder feedback and proposed treatments</li> <li>• Update the consultation register and actions taken including justification where required</li> <li>• Summary of consultation feedback and actions taken published on HumanAbility's website</li> <li>• Draft qualifications, skill sets and units of competency finalised.</li> </ul>
<b>Stage 5</b> Senior Official's Check (4 weeks)	16 Jun '25	11 Jul '25	<ul style="list-style-type: none"> <li>• Consultation held with Commonwealth and state/territory Senior Responsible Officers</li> <li>• Feedback incorporated into final documentation</li> </ul>
<b>Stage 6</b> Finalisation and Submission to Assurance Body (2 weeks)	14 Jul '25	25 Jul '25	<ul style="list-style-type: none"> <li>• Internal QA of materials conducted</li> <li>• Qualifications, skill sets and units of competency uploaded onto the VET</li> </ul>

			<p>National Training Register in draft format</p> <ul style="list-style-type: none"> <li>• Companion volume updated to reflect changes to the Training Package, identified pathways information and mapping information</li> <li>• Draft submission finalised and submitted to the Assurance Body for consideration</li> </ul>
<b>Stage 7</b> Assurance Body and Skills Ministers' Endorsement (6 weeks)	28 Jul '25	5 Sep '25	<ul style="list-style-type: none"> <li>• Provision of any additional information the Assurance Body may require</li> <li>• Submission presented to Skills Ministers for endorsement</li> </ul>
<b>Stage 8</b> Release and post endorsement (6 weeks)	8 Sep '25	17 Oct '25	<ul style="list-style-type: none"> <li>• Endorsed training products and associated companion volume released on the VET National Training Register</li> <li>• Website updated with final outcomes of the project</li> <li>• Communique sent to all RTOs delivering the qualifications and ASQA advising that the new training package components have been released.</li> <li>• 3 virtual professional development workshops held on the features of the new qualifications, skill sets and units of competency.</li> </ul>

### 5.3 Consultation questions

Consultation questions will be developed by the project team and refined by the Technical Committee.

Consultation with stakeholders will be structured to:

- Understand the current outdoor recreation industry challenges, changes and skills, knowledge and practice needed for the qualifications.
- Review and update the following 4 key qualifications, plus related skill sets and competences within the SIS Sport, Recreation and Fitness Training Package to ensure they align to the findings of the functional analysis and reflect the latest industry standards, safety protocols, and technological advancements:
  1. SIS20419 Certificate II in Outdoor Recreation
  2. SIS30619 Certificate III in Outdoor Leadership
  3. SIS40621 Certificate IV in Outdoor Leadership
  4. SIS50421 Diploma of Outdoor Leadership.
- Provide advice on the development of resources, guidance on delivery and pathways information.

## 6. Communications

### 6.1 Communications objectives

- Raise awareness of the project and its objectives among outdoor recreation industry stakeholders.
- Promote consultation opportunities, key dates, project progress and outcomes to stakeholders through a variety of communications channels.
- Foster the involvement of a diverse range of stakeholders to gather rich and valuable industry insights, experience and expertise to inform the project
- Build trust and credibility with stakeholders through effective, timely, transparent and accessible communications

### 6.2 Communications methods

Communications channel / tool	Purpose / Details
<b>Key messages</b>	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels
<b>Frequently asked questions</b>	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels
<b>Information sheet or flyer</b>	To outline the key details of the project, timelines, consultation activities and how to participate. Include QR Code or link to website/project page.
<b>HumanAbility website</b>	To provide a dedicated webpage where all project information and activities can be accessed easily. This webpage will include an engagement portal for stakeholders to register interest, provide submissions and feedback, register for consultation sessions and access project updates.
<b>Email/Email Template or Campaign</b>	To send emails/email template letters, information and updates to stakeholders to participate in consultation / share consultation opportunities.
<b>News Alerts</b>	To provide project participants and other key stakeholders with branded news alerts via email when there is a project update.
<b>HumanAbility newsletter articles</b>	To provide project updates in HumanAbility's general newsletter.
<b>Social media</b>	To publish project consultation opportunities, updates, and other activities on HumanAbility's social media channels including LinkedIn and Facebook to reach as many and diverse stakeholders as possible. Social media posts will link to the HumanAbility webpage to encourage engagement on the project. Stakeholders can increase HumanAbility's social media reach by sharing content on their social media channels.
<b>Industry news media</b>	To leverage relationships with key stakeholder organisations with newsletters to share HumanAbility project consultation opportunities and other activities.
<b>Connect and communicate with networks</b>	To contact and link in with industry networks, peak bodies, existing workforce committees/groups and IAC networks to promote the opportunity to participate in the project consultation.

	<p>Identify and connect with communications departments of industry stakeholders to encourage promotion of consultation activities</p> <ul style="list-style-type: none"> <li>• Email key messages about the project, image/s, information sheet</li> <li>• Tag organisations in social media where relevant – link to website consultation page</li> <li>• Link in with industry events/meetings and hand out material (e.g. info sheet)</li> </ul>
<b>Events/Speaking engagements</b>	To host regular HumanAbility events/speaking engagements e.g. via webinar or in person – providing updates to industry and project stakeholders
<b>Resources</b>	To publish resources - the companion volume will be updated to reflect the new qualifications, skill sets and units of competency, along with guidance on delivery, pathways and mapping information.

## 7. Feedback and Consultation Log

Stakeholder feedback will be gathered during the consultation via workshops and interviews/surveys. Stakeholders may also submit feedback via the Training Product Advice Service (web form) and the training product project email address [trainingproducts@humanability.com.au](mailto:trainingproducts@humanability.com.au), which appears on the project page.

Surveys will be the primary mechanism for structured, individual feedback during public consultation. This ensures that feedback can be quantified, analysed qualitatively (thematic analysis) and that the outcomes/response can be tracked as required by the Training Package Organising Framework.

Individual feedback will be captured in the Consultation Log. This also captures the organisation name, stakeholder type, State and the method of communication/consultation. Stakeholder names and contact details will also be collected to enable HumanAbility to clarify and follow up on the feedback if needed. However, these are not included in the published version of the Consultation Log and are not submitted to the funding body.

As the feedback is reviewed, the action taken in response to the feedback will be documented in the Consultation Log. Where feedback is not incorporated, the rationale for this will also be documented.

Where feasible, the themes identified from consultation workshops will be added to the Consultation Log.

The Consultation log will be published to the project page after consultations and incorporation of feedback is complete.

## 8. Evaluation and feedback

The effectiveness of the Consultation Strategy will be evaluated using the following measures:

- Analysis of stakeholder type and location

- Number of interviews achieved in pre-draft and functional analysis work
- Attendance at consultation workshops
- Number of dedicated website page visits and submissions made in the portal
- Social media posts, engagement and reach (on HumanAbility social media pages and other social media pages)
- Newsletter articles / news items published by stakeholders
- Meetings held / attendance / topics
- An increase in enrolments and completions of the relevant qualifications.

The Technical Committee and Industry Advisory Committee will also be asked to provide advice relating to the effectiveness of the Consultation Strategy in driving project outcomes.