



HumanAbility

**SIS Outdoor Recreation
and Leadership
Qualification Review**

Consultation Strategy

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Document Control

Summary of Document Changes

Version	Date	Author	Reason
1.0	15 Oct 2024	Daniel Waters	First version
2.0	19 Feb 2025	Daniel Waters	Reflecting new milestone dates Updating operational details incl staff names

Document Approver

Name	Date	Signature
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Michelle Csapo	20 Feb 2025	MCsapo

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:	Martina Rienzner
Project Director:	Michelle Csapo
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 Director, 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.

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

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	See the Terms of Reference on the HumanAbility website for the	Direct experience and understanding of the qualifications and the issues

	current Technical Committee membership list	<p>associated with implementation.</p> <p>Provide advice to HumanAbility as expert representatives from across the sector.</p> <p>Assist with engaging Subject Matter Expert Groups.</p>
RTOs and Educational Experts	<p>All TAFEs and RTOs with <i>SIS20419</i>, <i>SIS30619</i>, <i>SIS40621</i>, <i>SIS50421</i> on scope will be invited to provide input via workshops or feedback via website. This includes circa 158 organisations.</p> <p>TAFE Directors Australia</p> <p>Independent Tertiary Education Council Australia</p>	Direct experience and understanding of the qualifications.
Assurance and regulatory bodies	<p>Department of Employment and Workplace Relations</p> <p>Australian Outdoors Council (Australian Adventure Activities Standard)</p>	Have direct influence on the training systems.
Industry peak bodies	<p>Outdoor Council of Australia</p> <p>Outdoors Queensland</p> <p>Outdoors NSW & ACT</p> <p>Outdoors Victoria</p> <p>Outdoors SA</p> <p>Outdoors WA</p> <p>Nature Based Outdoor Network South Australia</p> <p>Christian Venues Association</p> <p>Australian Camps Association</p> <p>Scouts Australia</p> <p>Outdoor Health Australia</p> <p>Outdoor Education Australia</p>	<p>Advocate for improved training and pathway opportunities.</p> <p>Promotion of qualifications</p>
Relevant commonwealth, state and territory government departments, along with the skills and training departments	<p>Department of Employment and Workplace Relations</p> <p>All State and Territory Training Authorities</p>	Understanding of the issues regarding unit, qualifications and implementation issues.
Employers	<p>All employers listed in Outdoor Recreation:</p> <ul style="list-style-type: none"> - 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	All stakeholders invited to nominate as SMEs. Given the breadth of activities covered in these qualifications, a large pool will be needed.	Direct experience in training and delivery of specific activities.
Industry Training Advisory Boards	<ul style="list-style-type: none"> -Skills IQ -CommunitySkills WA -Active Queenslanders Industry Alliance -Victorian Skills Authority -Industry Skills Advisory Council NT -Skills SA -Skills Tasmania 	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
Direct contact with Industry Advisory Committee	To provide advice on the establishment of Technical Committee, suggestions for engagement and feedback on project deliverables.	Sport and Recreation Industry Advisory Committee (IAC)	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. See the Terms of Reference on the HumanAbility website for the current Technical Committee membership list	As needed throughout the project lifecycle.
1:1 interviews	To undertake a deep dive interview process – exploring the challenges / needs / skills associated with the qualification	Employers and Subject Matter Expert Pool.	16 virtual interviews held by March 2025

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

Method	Purpose	Who	Frequency
	<p>gain buy-in and encourage participation</p> <p>HumanAbility will attend the 2024 MTB Symposium and the 2024 National Outdoor Education Conference.</p>		
Cross Jobs and Skills Council (JSC) Consultation	<p>To undertake information session/s with JSCs that have carriage of programs that intersect with this qualification review.</p> <p>The relevant Jobs and Skills Councils will be kept informed of the progress of review and provided with opportunities to provide feedback.</p>	Jobs and Skills Councils	As required throughout the project.
Professional development workshops	<p>To conduct professional development workshops on the new training package components and good practice for delivery and assessment.</p> <p>A recording of the virtual professional development workshops will be made available on the HumanAbility website.</p>	Targeting trainers and assessors	3 virtual workshops delivered in March-May 2026
Survey	To capture broad input to inform the Functional Analysis phase of the project and other phases as needed.	All Stakeholders	Once during the Functional Analysis phase and again as/if required during the review.

5.2 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
Key messages	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels
Frequently asked questions	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels
Information sheet or flyer	To outline the key details of the project, timelines, consultation activities and how to participate. Include QR Code or link to website/project page.
HumanAbility website	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.
Email/Email Template or Campaign	To send emails/email template letters, information and updates to stakeholders to participate in consultation / share consultation opportunities.
News Alerts	To provide project participants and other key stakeholders with branded news alerts via email when there is a project update.
HumanAbility newsletter articles	To provide project updates in HumanAbility's general newsletter.

Social media	To publish project consultation opportunities, updates, and other activities on HumanAbility's social media channels including LinkedIn 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.
Industry news media	To leverage relationships with key stakeholder organisations with newsletters to share HumanAbility project consultation opportunities and other activities.
Connect and communicate with networks	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. Identify and connect with communications departments of industry stakeholders to encourage promotion of consultation activities <ul style="list-style-type: none"> • Email key messages about the project, image/s, information sheet • Tag organisations in social media where relevant – link to website consultation page • Link in with industry events/meetings and hand out material (e.g. info sheet)
Events/Speaking engagements	To host regular HumanAbility events/speaking engagements e.g. via webinar or in person – providing updates to industry and project stakeholders
Resources	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, 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.