

**Canadian Golf Superintendents Association
National Occupational Standards Competency Levels**

Block G – Property Management

Skill G-1 – Maintains golf course

Basic Level	<ul style="list-style-type: none"> • Set up a golf course in accordance with basic rules of golf and club expectations (e.g. pin placements) • Continually assesses the state of the golf course (appearance, organization, traffic patterns, etc.) • Treats the symptoms and learn about the causes • Ensure golf course is ready to play everyday by applying basic maintenance techniques • Develop simple routines • Work within specific limitations (resources, finances and qualified help) and apply hands on support • Completes basic level projects to improve the golf course (i.e. small drainage project) • Deal with routine course maintenance problems
Intermediate Level	<ul style="list-style-type: none"> • Ensure maintenance standards are implemented within club expectations • Modify existing routines and non-routine problems so there is less interrupts for golfers • Adjust maintenance practices as necessary
Advanced Level	<ul style="list-style-type: none"> • Anticipate problems and adjust • Plan and create new routines (people, machine techniques) to manage course conditions for the future • Involved in the whole golfing experience/environment starting from the main gate • Attention to detail • Deal with exceptional or potentially catastrophic problems

Skill G-2 – Maintains hardscape

Basic Level	<ul style="list-style-type: none"> • Perform everyday maintenance routines for existing hardscape • Perform repairs where needed (carts, gates, fences, bridges, walls) and basic maintenance projects (e.g. tie curb along tee)
Intermediate Level	<ul style="list-style-type: none"> • Continually improve existing hardscape • Develop and implement seasonal maintenance system (painting, hardscape repairs, gravel on cart paths, bench repair, ball washers, cart path edges) • Research new products and materials (gravel consistency, asphalt mixtures) • Train and develop personnel on hardscape maintenance
Advanced Level	<ul style="list-style-type: none"> • Develop long term plans for hardscape (material for retaining walls, bridges, safety concerns, life expectancy of hardscape) • Provide leadership to club on hardscape changes • Prepare, research, review tenders and manage large scale hardscape projects • Adjust seasonal maintenance system to anticipate and prevent problems

Skill G-3 – Maintains softscape

Basic Level	<ul style="list-style-type: none"> • Recognize primary plants (trees, shrubs, annuals, perennials, weeds) on own golf course • Maintain existing softscape (fertility, irrigation, weed control, pruning, etc.) • React to common softscape problems (e.g. washouts, cart through flower bed)
Intermediate Level	<ul style="list-style-type: none"> • Develop year plan (calendar) and implement for softscape maintenance and aesthetics • Identify and control pests affecting softscape • Recognize and deal with the impacts of softscape on playability (location, framing shots, target lines, etc.)
Advanced	<ul style="list-style-type: none"> • Develop long term program (tree replacement or transplant, flower beds, plant selection)

Level	<ul style="list-style-type: none"> for naturalization, audubon design) within limitations and meeting expectations • Develop a vision (under developed areas, showcase areas) and sell ideas to club • Design and evaluate softscape
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Skill G-4 – Maintains golf course infrastructure & facilities

Basic Level	<ul style="list-style-type: none"> • Aware of golf course infrastructure systems (e.g. telephone, hydro, gas, fire, water) • Follow emergency and security procedures as set out by club • Comply with utility companies policies and procedures “Call before you dig” • Perform day-to-day maintenance (e.g. removal of ice accumulated on roof)
Intermediate Level	<ul style="list-style-type: none"> • Develop maintenance systems (parking lot cleaning, painting, clubhouse maintenance, painting, roofing, snow removal, resurfacing, etc.) • Knowledge of detailed “As Built” for facility • Implement emergency systems planning (power failures, health issues) • Train and delegate staff on infrastructure maintenance (plumbing, electrical repairs)
Advanced Level	<ul style="list-style-type: none"> • Develop a long range plan for infrastructure improvements in accordance to all required regulations • Create new and adjust existing maintenance systems • Advise club on infrastructure development