



Australian Government

SIT20216 Certificate II in Holiday Parks and Resorts

Release 3

SIT20216 Certificate II in Holiday Parks and Resorts

Modification History

Release	Comments
Release 3	Release 3 Supersedes and is equivalent to SIT20216 Certificate II in Holiday Parks and Resorts release 2. Minor change to update First Aid units of competency.
Release 2	Updated superseded SIR units

Qualification Description

This qualification reflects the role of individuals who have a defined and limited range of operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in a holiday park and resort office, housekeeping, grounds maintenance, or across different operational areas.

Possible job titles include:

- housekeeping assistant
- junior handyperson
- office assistant.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

11 units must be completed:

- 4 core units
- 7 elective units, consisting of:
 - 4 units from the list below
 - 3 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBWOR202	Organise and complete daily work activities
SITTIND002	Source and use information on the holiday park and resort industry
SITXCCS003	Interact with customers
SITXWHS001	Participate in safe work practices

Elective units**Accommodation Services – Front Office, Housekeeping**

CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors
CPPCLO2009A	Clean glass surfaces
CPPCLO2010A	Clean ceiling surfaces and fittings
CPPCLO2017A	Clean wet areas
CPPCLO2019A	Sort and remove waste and recyclable materials
CPPCLO2035A	Maintain cleaning storage areas
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITTTSL001	Operate online information systems
SITTTSL002	Access and interpret product information
SITTTSL009	Process travel-related documentation

Building and Grounds Maintenance

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204D	Operate small plant and equipment

SIFCBGM001	Provide general grounds care
SIFCBGM002	Maintain property and structures
SISCAQU001	Test pool water quality

Client and Customer Service, and Sales

SIRXSLS001	Sell to the retail customer
SIRXPDK001	Advise on products and services
SITXCCS001	Provide customer information and assistance
SITXCCS002	Provide visitor information

Communication and Teamwork

BSBCMM201	Communicate in the workplace
BSBWOR203	Work effectively with others
SITXCOM001	Source and present information
SITXCOM002	Show social and cultural sensitivity

Computer Operations and ICT Management

BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets

Environmental Sustainability

BSBSUS201	Participate in environmentally sustainable work practices
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Finance

SITXFIN001	Process financial transactions
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First Aid

HLTAID011	Provide first aid
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Food and Beverage, Food Safety

SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee

SITXFSA001 Use hygienic practices for food safety

Inventory

SITXINV001 Receive and store stock

Qualification Mapping Information

SIT20512 Certificate II in Holiday Parks and Resorts

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>