



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT31209 Certificate III in Holiday Parks and Resorts**

**Revision Number: 1**

## **SIT31209 Certificate III in Holiday Parks and Resorts**

### **Modification History**

Not applicable.

### **Description**

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed skills required in the operation of holiday parks and resorts. Work would be undertaken in a front office, housekeeping or grounds maintenance environment. The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team. For example, individuals might be required to:

- assist with the co-ordination, training and supervision of other workers
- perform clerical and other office duties
- perform specific front office duties such as reservations, reception, cashiering and other accounts work
- service and clean accommodation
- perform routine repair work and maintenance and other general duties such as pool and garden care (not as a qualified tradesperson).

The qualification is suitable for an Australian apprenticeship pathway.

### **Job roles**

This qualification is very flexible and is designed to support a broad range of holiday park job roles. Possible job titles include:

- Receptionist
- Handyperson
- Groundsperson
- Housekeeper

### **Prerequisite requirements**

There are no prerequisites for entry to this qualification.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS SUMMARY

#### SIT31209 Certificate III in Holiday Parks and Resorts

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Communicating and liaising with colleagues and customers, including those from diverse backgrounds; understanding and analysing verbal and written information to determine work and customer requirements; empathising and negotiating acceptable solutions to customer and colleague problems; providing clear and accurate verbal and written information to others.
<b>Teamwork</b>	Working as a team member, sometimes in a lead role; giving and receiving instructions and understanding own lead role in servicing the needs of the customer or other work activities; supporting other team members; respecting the cultural diversity of team members.
<b>Problem solving</b>	Anticipating problems that may arise in work activities; mitigating problems by effective operational planning work; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers and others in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems.
<b>Initiative and enterprise</b>	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations.
<b>Planning and organising</b>	Collecting, analysing and organising a range of information to plan and organise work activities; setting timelines and organising own work flow to coordinate work; using appropriate predetermined policies and procedures to guide work activities.
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own work role; knowing and taking pro-active responsibility for own job and responsibilities; organising own work time and competing priorities and seeking feedback and guidance from others.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Learning</b>	Knowing the structure of networks within, and sources of new information on the industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues and taking responsibility for keeping up to date with emerging trends and practice.
<b>Technology</b>	Understanding the operating capability of selecting and using appropriate work technologies; correctly using equipment to ensure personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate III in Holiday Parks and Resorts, 19 units must be completed:

- all 7 core units
- 12 elective units:
  - a minimum of 7 elective units must be selected from the list below
  - the remaining 5 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

In all cases electives must be relevant to the job outcome, local industry requirements and the qualification level.

### CORE UNITS

SITTHPR301B	Plan and organise daily work
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment

SITXENV001A	Participate in environmentally sustainable work practices
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
Plus	
SITHIND001B	Develop and update hospitality industry knowledge
Or	
SITTIND001B	Develop and update tourism industry knowledge

**ELECTIVE UNITS****Accommodation Services**

SITHACS001B	Provide accommodation reception services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment

**Administration**

BSBRES401A	Analyse and present research information
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information

<b>Building and Grounds Maintenance</b>	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SRCAQU001B	Monitor pool water quality
<b>Client and Customer Service</b>	
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
<b>Communication and Teamwork</b>	
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone

**Computer Operations and ICT Management**

BSBITU102A	Develop keyboard skills
BSBITU201A	Produced simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

**E-Business**

BSBEBU401A	Review and maintain a website
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**Events**

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations

**Finance**

BSBFIA303A	Process accounts payable and receivable
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records



**First Aid**

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

**Food and Beverage**

SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee

**Food Safety**

SITXFSA001A	Implement food safety procedures
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**Holiday Parks and Resorts**

SITTHPR302B Plan and organise in-house recreational activities

**Human Resource Management**

SITXHRM001A Coach others in job skills

**Inventory**

SITXINV001A Receive and store stock

SITXINV002A Control and order stock

**Languages other than English**

SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English

SITXLAN2\_\_A Conduct routine workplace oral communication in a language other than English

SITXLAN3\_\_A Conduct workplace oral communication in a language other than English

SITXLAN5\_\_A Read and write workplace information in a language other than English

**Occupational Health and Safety**

PUAWER004B Respond to workplace emergencies

SITTHPR303A Tow and site a recreational vehicle safely

SITXOHS002A Follow workplace hygiene procedures

UEGNSG604A Fill gas cylinders

**Planning and Product Development**

SITTPPD005A Plan and develop interpretive activities

**Risk Management and Security**

SIRXRSK001A Minimise theft

**Sales**

SIRXSLS001A Sell products and services

SIRXSL002A	Advise on products and services
<b>Tour Operations</b>	
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus
<b>Tourism Sales and Office Operations</b>	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
<b>Venue and Facility Operations</b>	
SITTVAF002A	Provide a briefing or scripted commentary

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

***Front Office***

BSBFIA303A Process accounts payable and receivable  
BSBITU102A Develop keyboard skills  
BSBITU201A Produce simple word processed documents  
BSBITU202A Create and use spreadsheets  
BSBITU301A Create and use databases  
BSBITU302A Create electronic presentations  
BSBITU306A Design and produce business documents  
BSBITU309A Produce desktop published documents  
BSBWOR204A Use business technology  
HLTFA301B Apply first aid  
SITHACS001B Provide accommodation reception services  
SITTHPR303A Tow and site a recreational vehicle safely  
SITTTSL001A Operate an online information system  
SITTTSL002A Access and interpret product information  
SITTTSL004A Source and provide Australian destination information and advice  
SITTTSL005A Sell tourism products and services  
SITTTSL006B Prepare quotations  
SITTTSL007B Receive and process reservations  
SITTTSL008B Book and coordinate supplier services  
SITTTSL009B Process travel-related documentation  
SITTTSL010B Control reservations or operations using a computerised system  
SITXADM001A Perform office procedures  
SITXADM002A Source and present information  
SITXCCS001B Provide visitor information  
SITXCCS002A Provide quality customer service  
SITXCOM003A Deal with conflict situations  
SITXCOM004A Communicate on the telephone  
SITXFIN001A Process financial transactions  
SITXFIN002A Maintain financial records  
SITXHRM001A Coach others in job skills  
SITXINV001A Receive and store stock  
SITXINV002A Control and order stock  
UEGNSG604A Fill gas cylinders

***Housekeeping***

HLTFA301B Apply first aid  
PUAWER004B Respond to workplace emergencies  
SITHACS004B Provide housekeeping services to guests  
SITHACS005B Prepare rooms for guests  
SITHACS006B Clean premises and equipment  
SITXADM001A Perform office procedures  
SITXADM002A Source and present information  
SITXCCS001B Provide visitor information  
SITXCOM003A Deal with conflict situations  
SITXHRM001A Coach others in job skills  
SITXINV001A Receive and store stock

SITXINV002A Control and order stock

SITXOHS002A Follow workplace hygiene procedures

UEGNSG604A Fill gas cylinders

***Grounds Maintenance***

MEM18001C Use hand tools

MEM18002B Use power tools/hand held operations

RIISAM204A Operate small plant and equipment

RTE3601A Install irrigation systems

RTE3605A Troubleshoot irrigation systems

RTF2017A Prune shrubs and small trees

RTF2204A Construct low profile timber or modular retaining walls

RTF2208A Lay paving

RTF3036A Plan and establish plant displays

RTF3204A Construct concrete structures and features

RTF3217A Set out site for construction works

SIFBGM001A Provide general grounds care

SIFBGM002A Maintain property structures

SITTHPR303A Tow and site a recreational vehicle safely

SITXHRM001A Coach others in job skills

SRCAQU001B Monitor pool water quality

TLIB307C Carry out vehicle servicing and maintenance

Users may select electives from any of these three work areas and other training packages to create a multi-skilled outcome.