



**Australian Government**

# **SIT40812 Certificate IV in Holiday Parks and Resorts**

**Release 2**

## SIT40812 Certificate IV in Holiday Parks and Resorts

### Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Version	Comments
1.1	Removed SITTTSL305 Process reservations from the elective units. Updates to metadata.
1.0	E Replaces and is equivalent to SIT40809 Certificate IV in Holiday Parks and Resorts. Intent of the qualification remains unchanged. Significant changes to packaging because this is now a discrete senior operations or supervisory qualification with an entry requirement comprising the operational skills that underpin work at this level. The entry requirement includes industry knowledge, customer service and sales/operational skills. Entry requirement can be met through workplace experience or through formal study. Core units also different.

### Description

This qualification reflects the role of skilled operators who use sound knowledge of industry operations and a broad range of supervisory skills to plan, monitor and evaluate the work of a team. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

#### Job roles

This qualification provides a pathway to work as a supervisor in holiday parks and resorts. This may be in a specialised area such as front office, housekeeping or grounds maintenance, or involve multi-skilling across different operational areas.

Possible job titles include:

- assistant manager
- front office supervisor
- grounds and maintenance supervisor
- operations supervisor.

## **Pathways Information**

This qualification is suitable for an Australian Apprenticeship pathway.

### ***Pathways into the qualification***

It is strongly recommended that individuals entering this qualification have completed SIT31212 Certificate III in Holiday Parks and Resorts, or a related Certificate III qualification in Tourism and Travel , Hospitality or Horticulture.

### ***Pathways from the qualification***

After achieving SIT40812 Certificate IV in Holiday Parks and Resorts, individuals could progress to SIT50412 Diploma of Holiday Parks and Resorts or broader management qualifications in Hospitality or Tourism.

## **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

## Entry Requirements

Entry to SIT40812 Certificate IV in Holiday Parks and Resorts is open to individuals who are able to demonstrate holiday parks and resorts industry knowledge, customer service and operational skills. The individual must either:

- 1) Be formally assessed through a training program or recognition process, against one of the unit clusters below.

OR

- 2) Have relevant holiday parks and resorts industry employment experience. A job that has involved the application of skills described in one of the unit clusters would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

The unit clusters for different pathways are as follows:

### Front office pathway

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

SITHACS303 Provide accommodation reception services

SITTIND202 Source and use information on the holiday park and resort industry

SITTTSL305 Process reservations

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS301 Identify hazards, assess and control safety risks

### Grounds maintenance pathway

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

RIISAM204B Operate small plant and equipment

SIFBGM001B Provide general grounds care

SIFBGM002A Maintain property and structures

SITTIND202 Source and use information on the holiday park and resort industry

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS301 Identify hazards, assess and control safety risks

### Housekeeping pathway

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

SITHACS101 Clean premises and equipment

SITHACS201 Provide housekeeping services to guests

SITHACS202 Prepare rooms for guests

SITTIND202 Source and use information on the holiday park and resort industry

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS301 Identify hazards, assess and control safety risks

## Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Providing briefings to operational staff; seeking feedback from colleagues and customers on operational and service issues; anticipating and determining customer preferences and expectations to provide professional and personalised customer service experiences, managing team member and customer conflict sensitively, courteously and discreetly; empathising and negotiating acceptable solutions to team member and customer problems and complaints.
Initiative and enterprise	Proactively consulting with colleagues about ways to improve operational and service efficiency; providing feedback to managers to inform future planning; participating in continuous improvement by reporting success or deficiencies of holiday park and resort products and services; suggesting ideas for new or improved products and increased profitability.
Learning	Knowing sources of new information on the holiday park and resort industry; being aware of opportunities to learn and participating in holiday park and resort industry professional development activities; supporting team members to learn.
Planning and organising	Monitoring operational efficiency and service levels through close contact with day to day work operations; assessing current team member workloads and scheduling work to maximise operational efficiency and customer service quality; assessing operational and service workflow and assisting team members to prioritise workload to deliver a positive service outcome for holiday park and resort customers.
Problem-solving	Identifying and assessing operational and service issues, discussing and suggesting solutions with managers; initiating short term action to resolve immediate operational or service problems; taking responsibility for resolving escalated customer complaints or requesting assistance from managers to resolve issues; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding legal compliance issues and providing advice to team members; organising and self-directing own work priorities to deliver holiday park and resort sales and service; taking responsibility for implementing predetermined policies and procedures for a range of practices including conflict management, customer service, workplace health and safety;

	leading and managing a team of individuals, monitoring workplace operations and service delivery; proactively seeking feedback and advice on improving team leader skills.
Teamwork	Motivating and leading teams; providing instructions, support and coaching; planning work operations to take account of team member strengths; proactively sharing information, knowledge and experiences with team members.
Technology	Understanding the operating capability of, selecting and using equipment, computer systems, software and information systems that assist in holiday park and resort sales and service activities.

## Packaging Rules

10 units must be completed:

- 6 core units
- 4 elective units consisting of:
  - 2 units from the list below
  - 2 units from the list below, elsewhere in SIT12 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

SITXCOM401 Manage conflict

SITXFIN401 Interpret financial information

SITXHRM301 Coach others in job skills

SITXHRM402 Lead and manage people

SITXMGT401 Monitor work operations

SITXWHS401 Implement and monitor work health and safety practices

### Elective units

#### Administration

BSBADM502B Manage meetings

BSBRES401A Analyse and present research information

BSBWRT401A Write complex documents

#### Building and Grounds Maintenance

SIFBGM006A Evaluate building and grounds maintenance and development needs

SIFBGM007A Coordinate building and grounds maintenance and development

SISCAQU201A Monitor pool water quality

#### Client and Customer Service

SITXCCS301 Provide lost and found services

SITXCCS401 Enhance the customer service experience

#### Communication and Teamwork

BSBCMM401A Make a presentation

SITXCOM301 Address protocol requirements

#### Computer Operations and ICT Management

BSBITA401A Design databases

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBITU402A Develop and use complex spreadsheets

CUFDIG303A Produce and prepare photo images

SITXICT401 Build and launch a small business website

#### E-Business

BSBEBU401A Review and maintain a website

BSBMKG412A Conduct e-marketing communications



BSBMKG510B Plan e-marketing communications

**Environmental Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Finance**

BSBFIA301A Maintain financial records

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

BSBFIA401A Prepare financial reports

SITXFIN402 Manage finances within a budget

**First Aid**

HLTFA311A Apply first aid

HLTFA302C Provide first aid in remote situation

**Human Resource Management**

SITXHRM401 Roster staff

**Inventory**

SITXINV301 Purchase goods

SITXINV401 Control stock

**Languages other than English**

SITXLAN21\_\_ Conduct basic oral communication in a language other than English

SITXLAN22\_\_ Conduct routine oral communication in a language other than English

SITXLAN31\_\_ Conduct oral communication in a language other than English

SITXLAN32\_\_ Conduct complex oral communication in a language other than English

SITXLAN33\_\_ Read and write information in a language other than English

SITXLAN34\_\_ Read and write documents in a language other than English

**Marketing and Public Relations**

SITXMPR401 Coordinate production of brochures and marketing materials

SITXMPR403 Plan and implement sales activities

SITXMPR404 Coordinate marketing activities

SITXMPR405 Participate in cooperative online marketing initiatives

**Planning and Product Development**

SITTPPD401 Package tourism products

SITTPPD402 Develop interpretive activities

SITTPPD403 Coordinate and operate sustainable tourism activities

SITTPPD404 Develop in-house recreational activities

**Small Business Management**

BSBSMB401A Establish legal and risk management requirements of small business

BSBSMB403A Market the small business

BSBSMB404A Undertake small business planning

**Tourism Sales and Operations**

SITTTSL202 Access and interpret product information

SITTTSL302 Provide advice on Australian destinations

SITTTSL303 Sell tourism products and services

SITTTSL304 Prepare quotations

SITTTSL306 Book supplier services

SITTTSL307 Process travel-related documentation

SITTTSL308 Use a computerised reservations or operations system

**Venue and Facility Operations**

SITTVAF303 Tow and site recreational vehicles

UEGNSG604B Fill gas cylinders

**Work Health and Safety**

PUAWER004B Respond to workplace emergencies

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

**Assistant Manager**

SITTPPD404 Develop in-house recreational activities

SITXHRM401 Roster staff

SITXMPR401 Coordinate production of brochures and marketing materials

SITXMPR404 Coordinate marketing activities

**Grounds and Maintenance Supervisor**

HLTFA311A Apply first aid

SIFBGM006A Evaluate building and grounds maintenance and development needs

SIFBGM007A Coordinate building and grounds maintenance and development

SISCAQU201A Monitor pool water quality