



Australian Government

SITTPPD602 Develop environmentally sustainable tourism operations

Release 2

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Modification History

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

Version	Comments
1.2	Correction to mapping to show non equivalence.
1.0	N Replaces and is not equivalent to SITTPPD006B Plan and develop ecologically sustainable tourism operations. Title changed to better reflect the intent and content of the unit Added innovation. Re-worked Elements and Performance Criteria to better articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan strategically for environmentally sustainable operations. It requires the ability to establish and operate a sustainable operation and to monitor its environmental impact.

The work involved in this unit is subject to a range of regulatory requirements that relate to environmental sustainability at land management agency and federal, state or territory, and local government level.

Application of the Unit

This unit applies to all industry sectors, and to individuals with managerial responsibilities who have strategic planning and product development roles. Planning may be for a whole region or local area or for a particular venue, organisation, event or product. The unit applies to any operation with a strong focus on environmental sustainability.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| <p>1. Plan for environmental sustainability.</p> | <p>1.1 Make environmental sustainability an integral part of product planning processes.</p> <p>1.2 Conduct <i>evaluations</i> prior to any decision to establish the operation.</p> <p>1.3 Consult <i>stakeholders</i> and incorporate their views into the planning process.</p> <p>1.4 Investigate <i>methods of managing impact</i>.</p> <p>1.5 Develop strategies that provide social and economic returns to communities.</p> <p>1.6 Proactively seek opportunities for new, innovative and more sustainable approaches.</p> <p>1.7 Develop strategies that balance environmental sustainability and economic viability.</p> |
| <p>2. Implement environmentally sustainable operations.</p> | <p>2.1 Establish and integrate best practice environmental standards to limit <i>negative environmental impacts</i>.</p> <p>2.2 Evaluate and use technologies for environmental best practice.</p> <p>2.3 Develop environmentally friendly codes of practice for the operation and for customer use.</p> <p>2.4 Conduct operations according to environmentally sustainable practices, guidelines and legal requirements.</p> <p>2.5 Promote environmental awareness among stakeholders.</p> |
| <p>3. Evaluate environmental impact.</p> | <p>3.1 Monitor and assess environmental impacts as part of regular management reviews.</p> <p>3.2 Monitor compliance with codes of practice and legislative requirements.</p> <p>3.3 Initiate follow up action based on assessment of environmental impact and compliance.</p> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to consult with diverse stakeholders on potentially divisive and nuanced issues
- critical thinking skills to evaluate complex issues and information and develop strategic responses
- literacy skills to:
 - interpret materials describing environmental regulatory requirements and codes of practice
 - develop plans, systems and procedures for tourism operations
- numeracy skills to perform complex calculations to assess profitability considerations
- planning and organising skills to coordinate interrelated planning and operational processes
- problem-solving skills to respond to complex internal and external management challenges.

Required knowledge

- current research trends in the area of ecologically sustainable operations
- global environmental issues, in particular a layperson's understanding of the science associated with:
 - climate change
 - energy
 - land management
 - waste and consumption
 - water
- relevance of particular environmental issues to the area or region of work including the specific features and vulnerabilities of the local environment
- consultation and communication mechanisms used by organisations in the product development process, including:
 - features
 - nature
 - objectives and outcomes
 - scope
 - time parameters
- strategic frameworks and operational systems and procedures that support environmentally sustainable operations, including those related to:
 - customers
 - equipment and supplies
 - staff

- ways of balancing ecological sustainability and the economic viability of an operation
- laws, regulations and land management requirements and guidelines, including:
 - need for permits in national parks or on land under control of traditional owners
 - restrictions on operations in relevant areas.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- develop and implement a plan for a tourism, hospitality or event operation that supports environmental sustainability and provides evidence of:
 - analysis of key environmental issues
 - consultation with key stakeholders
 - development of strategies and operational approaches that maximise positive impacts
 - integration of current legislation, regulations and industry codes
- demonstrate knowledge of current and emerging issues and trends for tourism and the environment.

Context of and specific resources for assessment

Assessment must ensure use of:

- a destination, location, organisation or event for which an environmentally sustainable operation can be established
- current information about environmental practices, such as legislation, guidelines and industry codes of practice
- stakeholders with whom consultations can take place
- current information and communications technology to support the research and planning process.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of a completed plan, including analysis of all evaluations that have been conducted
- evaluation of codes of practice developed by the individual for operations in particular locations
- use of case studies to assess ability to:
 - evaluate and respond to different commercial and environmental challenges
 - make suggestions for improving the environmental sustainability of existing tourism operations
- written or oral questioning to assess knowledge of industry codes of conduct, regulatory requirements,

minimal impact techniques and methods of managing tourism impact

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTPPD601 Develop tourism products
- SITTPPD603 Develop culturally appropriate tourism operations
- SITXFIN501 Prepare and monitor budgets.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Evaluations may involve:

- environmental impact study
- evaluation of organisational capacity to comply with:
 - environmental and community protection laws
 - industry and ecotourism codes of practice
- social sustainability
- site studies.

Stakeholders may include:

- consumer representatives
- host community
- investors
- government authorities
- land management agencies
- suppliers of environmentally-friendly products.

Methods of managing impact may include:

- community consultation and involvement
- education programs:
 - internal
 - external
- exclusion
- operational initiatives:
 - equipment selection
 - frequency of operation
 - group sizes
 - scheduling for optimal weather conditions and seasons
 - selection of most appropriate transport modes.

Negative environmental impacts may include:

- disturbance of flora and fauna
- introduction of exotic and feral species
- physical damage
- pollution
- visual impacts
- waste issues.

Unit Sector(s)

Tourism

Competency Field

Planning and Product Development