



Australian Government

**Assessment Requirements for
AHCLPW310 Supervise park visitor
activities**

Release: 1

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Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has, on at least two occasions, supervised visitor access to a park and its facilities. At least one interaction should represent a difficult parks customer/visitor.

There must also be evidence that the individual has:

- assessed the park and facilities for safe access
- provided information to visitor on access, activities and safety requirements
- monitored visitor activities, ensuring compliance with park requirements, including:
 - conditions of entry
 - safety of visitors and parks staff
 - environmental requirements
- identified issues of non-compliance activities and implemented control measures
- reported incidents according to workplace procedures and legislative requirements
- followed workplace health and safety policies and procedures, and monitored visitor activities to ensure safety of general public.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- strategies for effective communication with visitors, including:
 - methods of communication
 - reading and recognising visual cues
 - dealing with difficult visitors
- policies and procedures for visitors accessing parks site and facilities, including:
 - personal and legal authority to act on non-compliance with site access conditions

- procedures for notifying visitors of changed conditions
- park conditions that may render restricted access, including:
 - road and track degradation
 - environmental and ecological exclusions
 - weather
 - temporary or seasonal closures
 - safety concerns
- enterprise procedures, workplace health and safety and legislative requirements
- enterprise security systems for accessing parks and facilities, including:
 - surveillance and monitoring
 - gates and keyed locking systems
 - locks and keypads
 - surveillance systems
- • conditions for visitors entering park.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a park or reserve with relevant security and facilities appropriate for visitor access, or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - communications equipment
- • specifications:
 - policies and procedures for park access and communications protocols with visitors
- relationships:
 - visitors.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>