



**CARAVAN INDUSTRY
TRAINING PACKAGE
THC99**

**Caravan Industry
User Guide**



Managing agent: Tourism Training Australia in partnership with Caravan Industry Australia and the Caravan Industry

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GPO Box 5347BB
MELBOURNE, Victoria 3001, Australia
Telephone: +61 3 9630 9836 or 9630 9837
Facsimile: +61 3 9639 4684

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CARAVAN INDUSTRY TRAINING PACKAGE: USER GUIDE

CARAVAN INDUSTRY TRAINING PACKAGE QUALIFICATIONS

QUALIFICATION	NATIONAL CODE
Certificate I in Caravan Park Operations	THC10199
Certificate II in Recreational Vehicle Manufacturing	THC20199
Certificate II in Recreational Vehicle Servicing	THC20299
Certificate II in Recreational Vehicle and Accessories Retailing	THC20399
Certificate II in Caravan Park Operations	THC20499
Certificate III in Recreational Vehicle Manufacturing	THC30199
Certificate III in Recreational Vehicle Servicing	THC30299
Certificate III in Recreational Vehicle and Accessories Retailing	THC30399
Certificate III in Caravan Park Operations	THC30499
Certificate IV in Recreational Vehicle Manufacturing	THC40199
Certificate IV in Recreational Vehicle Servicing	THC40299
Certificate IV in Recreational Vehicle and Accessories Retailing	THC40399
Certificate IV in Caravan Park Operations	THC40499
Diploma of Caravan Park Management	THC50199

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INTRODUCTION

Tourism Training Australia was funded by the Australian National Training Authority to manage the development of training packages for the Tourism and Hospitality Industry. This User Guide assists in the use of the Training Package for the Caravan sectors of the Industry, namely:

- Recreational Vehicle Manufacturing
- Recreational Vehicle Servicing
- Recreational Vehicle & Accessories Retailing
- Caravan Parks

The Training Package consists of:

Endorsed Components

- Tourism Industry National Competency Standards
- Assessment Guidelines
- A National Qualifications Framework with requirements for a qualification at each level.

Non-Endorsed Components

- Example Training Program

This User Guide is for the endorsed components of the Caravan Industry Training Package.

INDUSTRY SUPPORT

This User Guide and the National Competency Standards have been prepared with the support and assistance of Caravan Industry Australia and of the caravan industry nationally.

NATIONAL COMPETENCY STANDARDS

This Training Package represents the first time that Competency Standards have been developed for this industry. The Standards have been developed to cover the four sectors of the Industry:

- Manufacturing
- Servicing
- Retail
- Caravan Parks

Core competencies common to all sectors have been identified as well as competencies specific to each sector. Where relevant, competency standards have been imported from other industry areas, as well as from the Tourism Training Package.

QUALIFICATIONS FRAMEWORK

A framework of National Qualifications for all industry areas included in the Caravan Industry Training Package is provided, together with the requirements of each qualification. These range from Certificate I to Diploma.

The requirements for qualifications are those which have been identified for a full range of jobs in all sectors of the caravan industry. They represent the skills required to do “real jobs” and are designed to be as flexible as possible to allow for the variety of different work situations within the industry. The core skills are those which everyone working in each particular sector requires, whilst the electives allow for customisation to meet the needs of different jobs, businesses and training needs.

ASSESSMENT GUIDELINES

This is a policy document for the Caravan Training Package, for use by those involved in assessment against the Competency Standards. It contains the requirements for assessor qualifications, and guidelines for designing assessment materials and conducting assessments. They have been produced following the national ANTA guidelines.

Quality assurance for assessment is a joint responsibility between the State/Territory Recognition Authorities and Registered Training Providers. The Tourism Industry regards its own industry recognition panel, the Australian Tourism Training Review Panel (ATTRP) as having a key role in quality assurance of training and assessment nationally.

COMPETENCY STANDARDS

COMPETENCY STANDARDS

INTRODUCTION

Competency Standards for the tourism industry have been developed and used successfully for some time, mainly in Hospitality, Commercial Cookery and Retail Travel, Tour Operations, and Visitor Information sectors. This Caravan Industry Training Package represents the first time that competency standards have been developed for the caravan sector. The caravan industry is an important and growing industry, and these standards will provide the opportunity for it to participate in formal training and assessment arrangements with defined career paths and national qualifications. A framework has been developed which incorporates these standards and qualifications.

CONTENT

Standards developed by Tourism Training Australia conform to national guidelines for standards in that they:

- reflect industry work outcomes and practices across the functional areas covered
- reflect workplace outcomes across a range of enterprises, incorporating small, medium and large businesses
- show skills and knowledge as part of the evidence guide attached to each unit of competence
- incorporate key competencies, language, literacy and numeracy skills and regulatory requirements, where applicable, within the performance criteria, range of variables and/or evidence guide
- detail the key competencies in a grid at the end of each unit
- apply access and equity principles, and
- are suitable for flexible use by enterprises within the industry.

FORMAT OF THE COMPETENCY STANDARDS

The competency standards included in the Caravan Training Package meet national format requirements prescribed by ANTA.

They are divided into Units and contain Elements and Performance Criteria describing the skills required for particular functional areas. Unit Descriptors summarise the intent of each Unit.

The Range of Variables statements, which are part of each Unit, indicate any variations which may relate to the application and context of the unit eg. technology, enterprise differences, legislative and regulative conditions.

Evidence Guides provide information on underpinning skills and knowledge, context of assessment, critical aspects of assessment and linkages to other units.

CUSTOMISATION OF INDIVIDUAL UNITS OF COMPETENCE

Caravan Industry National Competency standards have been written to be general and flexible enough to apply to all types of settings and enterprises. The standards provide benchmarks, which can be tailored to meet the needs of specific sectors and operations.

In developing the standards, it has been recognised that many Units involve general skills applicable to many industry sectors. Statements such as “according to organisational procedure” or “as appropriate to the work situation” therefore are included to allow wide customisation. In addition, particular units have been developed to address the needs of specific areas. Users, therefore, should have no difficulty in selecting units which meet the needs of particular enterprises, whatever the sector. The Range of Variables statements encompass particular applications. They are extensive but are not intended to be prescriptive or exhaustive. Should certain circumstances not be listed, these may be added by the user.

For the purposes of a qualification, the integrity of caravan industry units of competence must be maintained by the adoption of all elements within a unit. They may, however, be combined to meet specific needs, and applied to different contexts.

DEVELOPMENT OF COMPETENCY STANDARDS

The development and review of competency standards involves in-depth research and consultation with all States and Territories under the auspices of the local Tourism Training offices. Focus Groups from industry are convened to discuss relevant issues, and comments and suggestions are taken into account. The standards are researched, drafted, sent out for comment, reviewed and validated. This process is overseen by industry reference groups, and enables industry people working at operative, supervisory and management levels across all relevant sectors, to have on-going input into the development and review of standards.

FUTURE REVIEW AND MAINTENANCE OF COMPETENCY STANDARDS

Future reviews undertaken by Tourism Training Australia as part of on-going quality assurance, will encompass:

- the technical quality of the standards to address any improvements suggested by ANTA
- industry acceptance, usage and feedback
- possible existence of any bias perceived in the standards including industry sector bias
- the reliability of the standards as benchmarks for assessment
- the alignment with the AQF
- overlap with standards developed by other competency standards bodies (CSBs).

Within the Caravan Training Package, some units of competence developed by other industries have been imported. For example, standards have been included from the Horticulture Industry, the Metals industry, and National Trainers and Assessors CSB. As part of the Quality Assurance processes related to standards, Tourism Training Australia will liaise with the relevant CSBs to ensure currency.

SUMMARY OF UNITS

A complete listing of Caravan Industry National Competency Standards appears on the following pages. The coding for each of the Caravan Industry Competency Standards is consistent with the coding that will appear on the National Training Information Service.

"TH" is the national code which identifies all Competency Standards within the Tourism Industry. C indicates that they have been developed under the Caravan Package. Units which were first developed under the Tourism Training Package or Hospitality Package are identified with "a T or H. Units which are common to both Tourism and Hospitality, are coded "THH". Each nationally-endorsed unit of competence has been allocated a unit code which indicates the area of operation. For example, Parks are coded PAR, Core units are coded COR, and General Administration is GGA.

Individual units of competence do not have formal levels, however, when they are packaged together, they form a qualification, which reflects the level of the job being done.

The list of Standards includes the Tourism and Hospitality Industry National Competency Standards. This allows electives from Tourism and Hospitality to be incorporated into Caravan qualifications.

The Units imported from other industries are coded with the original industry code. For example, WRRS.1A Sell Merchandise, is imported from the Wholesale and Retail Industry, RUHHRT302A Cultivate Turf, is from the Horticulture industry.

NATIONAL COMPETENCY STANDARDS – CARAVAN INDUSTRY SUMMARY OF UNITS

CARAVAN CORE

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	COR01	A	Work with Colleagues and Customers
THH	COR03	A	Follow Health, Safety and Security Procedures
THC	COR04	A	Develop and Update Caravan Industry Knowledge
THC	COR05	A	Plan & Organise Daily Work

RECREATIONAL VEHICLE MANUFACTURING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
MEM	3.1A	A	Manual Production Assembly
THC	MAN01	A	Build a Recreational Vehicle Chassis
THC	MAN02	A	Build the Floor for a Recreational Vehicle
THC	MAN03	A	Construct and Install the Walls and Roof for a Recreational Vehicle
THC	MAN04	A	Install 12v DC Cabling in a Recreational Vehicle
THC	MAN05	A	Install LP Gas System in a Recreational Vehicle
THC	MAN06	A	Install Furniture and Appliances in a Recreational Vehicle
THC	MAN07	A	Install and Connect the Low Pressure Water System within a Recreational Vehicle
THC	MAN08	A	Sheet, Glaze and Finish a Recreational Vehicle
THC	MAN09	A	Build Furniture for a Recreational Vehicle

RECREATIONAL VEHICLE SERVICING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THC	SER01	A	Repair/Service a Recreational Vehicle Chassis
THC	SER02	A	Replace Floorcoverings in a Recreational Vehicle
THC	SER03	A	Repair Walls and Roof of a Vehicle
THC	SER04	A	Repair/Replace 12v DC Electrical Cabling in a Recreational Vehicle
THC	SER05	A	Repair/Service LP Gas Systems in a Recreational Vehicle
THC	SER06	A	Remove and Re-Install Furniture and Appliances in a Recreational Vehicle
THC	SER07	A	Service/Repair Water System in a Recreational Vehicle
THC	SER08	A	Replace Damaged Sheeting and Glazing of a Recreational Vehicle
THC	SER09	A	Repair Furniture for a Recreational Vehicle

RECREATIONAL VEHICLE AND ACCESSORIES RETAILING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THC	RET01	A	Plan and Construct an Outdoor Marketing Display
WRR	M.3	A	Co-ordinate Merchandise Presentation
WRR	F.3	A	Produce Financial Reports
WRR	O.1	A	Manage Merchandising and Organisation Presentation
WRR	I.4	A	Buy Merchandise
WRR	LP.4	A	Maintain Organisation Security

CARAVAN PARK OPERATIONS**Customer Service and Administration**

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THC	PAR01	A	Perform Caravan Park Accommodation Procedure
THC	PAR02	A	Co-ordinate Caravan Park Office
THH	COR02	A	Work in a Socially Diverse Environment
THT	TCO01	A	Develop and Update Tourism Industry Knowledge
THH	GCS01	A	Develop and Update Local Knowledge
THH	GCS03	A	Deal With Conflict Situations
THT	SOP01	A	Operate an Automated Information System
THT	SOP02	A	Source and Provide Destination Information and Advice
THT	SOP03	A	Access and Interpret Product Information
THT	SOP06	A	Receive and Process Reservations
THT	SOP07	A	Book and Co-ordinate Supplier Services

Tourism

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	PPD02	A	Research Tourism Data
THT	PPD03	A	Source and Package Tourism Products
THT	PPD04	A	Plan and Implement Minimal Impact Operations
THT	PPD05	A	Plan and Develop Interpretive Activities
THT	PPD12	A	Develop Host Community Awareness of Tourism
THT	PPD13	A	Assess Tourism Opportunities for Local Government
THT	FTG07	A	Research and Share General Knowledge on Aboriginal and Torres Strait Islander Culture
THT	FTG08	A	Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture

Parks, Grounds and Maintenance

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
RUH	HRT206	A	Operate Tractors
RUH	HRT207	A	Operate Equipment and Machinery
RUH	HRT222	A	Operate and Maintain Chainsaws
TDTB	397	A	Carry Out Vehicle Maintenance and Minor Repairs
THT	GTM01	A	Carry Out General Maintenance
THT	GTM02	A	Carry Out Grounds Maintenance
RUH	HRT419	A	Supervise Machinery Maintenance
THT	GTM04	A	Carry Out Specialist Maintenance and Construction
RUH	HRT435	A	Cost a Project
RUH	HRT104	A	Provide Turf Care
RUH	HRT213	A	Fell Small Trees
RUH	HRT214	A	Transplant Small Trees
RUH	HRT306	A	Establish Planted Areas
RUH	HRT301	A	Prepare Plant Displays
RUH	HRT324	A	Propagate Plants
RUHT	HRT208	A	Prune Shrubs and Small Trees
RUH	HRT316	A	Control Weeds
RUH	HRT317	A	Control Pests and Diseases
THC	GTM06	A	Use Chemicals and Biological Agents
RUH	HRT315	A	Operate Irrigation Systems
THC	GTM07	A	Install and/or Modify Irrigation Systems
RUH	HRT238	A	Install Paving
RUH	HRT239	A	Install Retaining Walls
RUH	HRT341	A	Install Concrete Structures & Features
THT	GTM03	B	Monitor Pool Water Quality
RE	66008	A	Collect Refuse and Recyclable
RUH	HRT305	A	Implement a Landscape Maintenance Program
RUH	HRT314	A	Set Out Landscape Works
RUH	HRT520	A	Implement Sustainable Horticultural Practices
THT	PPD06	A	Plan and Develop Ecologically Sustainable Tourism Operations

SKILLS APPLYING TO MORE THAN ONE CARAVAN SECTOR:**HYGIENE, HEALTH SAFETY AND SECURITY**

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GHS02	A	Clean Premises and Equipment
THH	GHS03	A	Provide First Aid
THC	GHS04	A	Handle Hazardous Materials Safely
THC	GHS05	A	Recognise & Act Upon Electrical Hazards
THC	GHS06	A	Meet O.H. & S. Requirements Associated with Electrical Work
THC	GHS07	A	Attach a Flexible Cord & Plug to Equipment which is Connected to a Single Phase 240 Volt Supply
THC	GHS08	A	Respond to Emergencies
THC	GHS09	A	Tow a Recreational Vehicle Safely
THC	GHS10	A	Manage & Co-ordinate Emergency Response

QUALITY ASSURANCE

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THC	GQA01	A	Apply Quality Standards & Procedures
THC	GQA02	A	Implement & Monitor Continuous Improvements Systems & Processes

METALS AND ENGINEERING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
MEM	5.5A	A	Carry Out Mechanical Cutting
MEM	5.13A	A	Perform Manual Production Welding
MEM	5.12A	A	Perform Routine Manual Arc and/or Gas Metal Arc Welding
MEM	18.1A	A	Use Hand Tools
MEM	18.2A	A	Use Power Tools/Hand Held Operations

GENERAL ADMINISTRATION

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GGA01	A	Communicate on the Telephone
THH	GGA02	A	Perform Clerical Procedures
THH	GGA03	B	Source and Present Information
THH	GGA04	A	Prepare Business Documents
THH	GGA05	A	Plan and Manage Meetings
THH	GGA06	A	Receive and Store Stock
THH	GGA07	A	Control and Order Stock
THH	GGA08	A	Plan and Establish Systems and Procedures
THH	GGA09	A	Manage Projects
THH	GGA10	A	Monitor and Obtain Materials and Services

FINANCIAL ADMINISTRATION

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GFA01	A	Process Financial Transactions
THH	GFA02	A	Maintain Financial Records
THH	GFA03	A	Audit Financial Procedures
THH	GFA04	A	Prepare Financial Statements
THH	GFA05	A	Manage Payroll Records
BSA	FIN302	A	Monitor Cash Control for Accounting Purposes

COMPUTER TECHNOLOGY

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GCT01	A	Access and Retrieve Computer Data
THH	GCT02	A	Produce Documents on Computer
THH	GCT03	A	Design and Develop Computer Documents, Reports and Worksheets
BSA	TEC402	A	Assist in Maintenance of a Computer System
BSA	TEC403	A	Identify & Use New & Existing Technology to Meet the Needs of the Enterprise
BSA	TEC404	A	Customise & Maintain Software

MERCHANDISE SALES

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
WRR	S.1	A	Sell Merchandise
WRR	S.2	A	Advise on Products and Services
WRR	CS.2	A	Apply Point of Sale Handling Procedures
WRR	LP.2	A	Minimise Theft
WRR	M.1	A	Merchandise Products

TRAINING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GTR01	A	Coach Others in Job Skills
BSZ	401	A	Plan Assessment
BSZ	402	A	Conduct Assessment
BSZ	403	A	Review Assessment
BSZ	404	A	Train Small Groups
BSZ	405	A	Plan and Promote a Training Program
BSZ	406	A	Plan a Series of Training Sessions
BSZ	407	A	Deliver Training Sessions
BSZ	408	A	Review Training

MARKETING AND BUSINESS RELATIONS

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GCS02	A	Promote Products & Services to Customers
THH	GCS04	A	Make Presentations
THH	GCS05	A	Organise Functions
THH	GCS06	A	Plan and Implement Sales Activities
THH	GCS07	A	Co-ordinate Marketing Activities
THH	GCS08	A	Establish and Conduct Business Relationships
THT	SMA01	A	Co-ordinate the Production of Brochures and Marketing Materials
THT	SMA02	A	Create a Promotional Display/Stand

User Guide

LEADERSHIP

Workplace Operations:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GLE01	A	Monitor Work Operations
THH	GLE02	A	Implement Workplace Health, Safety and Security Procedures
THH	GLE03	A	Develop and Implement Operational Plans
THH	GLE04	A	Establish and Maintain a Safe and Secure Workplace
THH	GLE20	A	Develop and Maintain the Legal Knowledge Required for Business Compliance

People:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GLE05	A	Roster Staff
THH	GLE06	A	Monitor Staff Performance
THH	GLE07	A	Recruit and Select Staff
THH	GLE08	A	Lead and Manage People
THH	GLE09	A	Manage Workplace Diversity
THH	GLE10	A	Manage Workplace Relations
THH	GLE21	A	Provide Mentoring Support to Business Colleagues

Service, Sales & Marketing:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GLE11	A	Manage Quality Customer Service
THH	GLE12	A	Develop and Manage Marketing Strategies

Finance:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GLE13	A	Manage Finances Within a Budget
THH	GLE14	A	Prepare and Monitor Budgets
THH	GLE15	A	Manage Financial Operations

Physical Resources:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GLE16	A	Manage Physical Assets
THH	GLE17	A	Manage and Purchase Stock
THH	GLE18	A	Monitor and Maintain Computer Systems

Business Planning:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GLE19	A	Develop and Implement a Business Plan

NATIONAL COMPETENCY STANDARDS - TOURISM

SUMMARY OF UNITS

Units that may be selected as electives within the Caravan Qualifications to achieve occupational outcomes

TOURISM CORE

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	TCO01	A	Develop and Update Tourism Industry Knowledge

PLANNING AND PRODUCT DEVELOPMENT UNITS

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	PPD01	A	Create and Implement Strategic Product Development Initiatives
THT	PPD02	A	Research Tourism Data
THT	PPD03	A	Source and Package Tourism Products and Services
THT	PPD04	A	Plan and Implement Minimal Impact Operations
THT	PPD05	A	Plan and Develop Interpretive Activities
THT	PPD06	A	Plan and Develop Ecologically Sustainable Tourism Operations
THT	PPD07	A	Plan and Develop Culturally Appropriate Tourism Operations
THT	PPD08	A	Plan and Develop Meeting/Event Proposal and Bids
THT	PPD09	A	Develop Conference Programs
THT	PPD10	A	Develop and Implement Sponsorship Plans
THT	PPD11	A	Develop and Implement Meeting/Event Management Systems and Procedures
THT	PPD12	A	Develop Host Community Awareness of Tourism
THT	PPD13	A	Assess Tourism Opportunities for Local Communities
THT	PPD14	A	Develop and Implement Local/Regional Tourism Plans

SALES AND MARKETING UNITS

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	GCS04	A	Make Presentations
THH	GCS06	A	Plan and Implement Sales Activities
THH	GCS07	A	Co-ordinate Marketing Activities
THH	GCS08	A	Establish and Conduct Business Relationships
THT	SMA01	A	Co-ordinate the Production of Brochures and Marketing Materials
THT	SMA02	A	Create a Promotional Display/Stand

SALES/OFFICE OPERATIONS UNITS

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	SOP01	A	Operate an Automated Information System
THT	SOP02	A	Source and Provide Destination Information and Advice
THT	SOP03	A	Access and Interpret Product Information
THT	SOP04	A	Sell Tourism Products and Services
THT	SOP05	A	Prepare Quotations
THT	SOP06	A	Receive and Process Reservations
THT	SOP07	A	Book and Co-ordinate Supplier Services
THT	SOP08	A	Operate a Computerised Reservations System
THT	SOP09	A	Process Non-Air Documentation
THT	SOP10	A	Construct and Ticket Domestic Airfares
THT	SOP11	A	Construct and Ticket Normal International Airfares
THT	SOP12	A	Construct and Ticket Promotional International Airfares
THT	SOP13	A	Apply Advanced Airfare Rules and Procedures
THT	SOP14	A	Administer Billing and Settlement Plan
THT	SOP15	A	Process and Monitor Meeting/Event Registrations
THH	GCS05	A	Organise Functions
THT	SOP16	A	Maintain Product Inventory
THT	SOP17	A	Allocate Tour Resources

FIELD/ON SITE OPERATIONS UNITS

Tour Operations:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	FTO01	A	Conduct Pre-Departure Checks
TDT	C197		Drive Vehicles
TDT	C897		Drive Coaches/Buses
TDT	B397		Carry Out Vehicle Maintenance and Minor Repairs
THT	FTO02	A	Operate and Maintain a 4WD Vehicle
THT	FTO03	A	Set Up and Operate a Campsite
THT	FTO04	A	Provide Campsite Catering
THT	FTO05	A	Operate Tours in a Remote Area

Meetings:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	FME01	A	Co-ordinate Guest/Delegate Registration at Venue
THT	FME02	A	Provide On-Site Meeting/Event Management Services

Guiding:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	FTG01	A	Work as a Guide
THT	FTG02	A	Offer Arrival and Departure Assistance
THT	FTG03	A	Develop and Maintain the General Knowledge Required by Guides
THT	FTG04	A	Coordinate and Operate a Tour
THT	FTG05	A	Lead Tour Groups
THT	FTG06	A	Prepare and Present Tour Commentaries
THT	FTG07	A	Research and Share General Information on Aboriginal and Torres Strait Islander Culture
THT	FTG08	A	Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture
THT	FTG09	A	Present Interpretive Activities
THT	FTG10	A	Develop Interpretive Content for Ecotourism Activities
THT	FTG11	A	Manage Extended Touring Programs

Attractions and Theme Parks:

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THT	FAT01	A	Provide On Site Information & Assistance
THT	FAT02	A	Monitor Entry to Venue
THT	FAT03	A	Conduct Pre-Event Briefing
THT	FAT04	A	Operate a Ride Location
THT	FAT05	A	Load and Unload a Ride
THT	FAT06	A	Maintain Safety in Water-Based Rides
THT	FAT07	A	Supervise Ride Operations
THT	FAT08	A	Operate a Games Location
THT	FAT09	A	Carry out Spruiking
THT	FAT10	A	Operate Animal Enclosure/Exhibit
THT	FAT11	A	Provide General Animal Care
THT	FAT12	A	Rescue Animals
THT	FAT13	A	Provide Customers with Information on Animals
THT	FAT14	A	Co-ordinate and Monitor Animal Care
THT	FAT15	A	Train and Condition Animals
THT	FAT16	A	Supervise Animal Enclosures/Exhibits
THT	FAT17	A	Manage Animal Enclosures/Exhibits

NATIONAL COMPETENCY STANDARDS - HOSPITALITY

SUMMARY OF UNITS

Units that may be selected as electives within the Caravan Qualifications to achieve occupational outcomes

HOSPITALITY CORE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	HCO01	A	Develop And Update Hospitality Industry Knowledge

COMMERCIAL COOKERY

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BKA01	A	Organise and Prepare Food
THH	BKA02	A	Present Food
THH	BKA03	A	Receive and Store Stock
THH	BKA04	A	Clean and Maintain Premises
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCC02	A	Prepare Appetisers and Salads
THH	BCC02a	A	Prepare Sandwiches
THH	BCC03	A	Prepare Stocks and Sauces
THH	BCC03a	A	Prepare Soups
THH	BCC04	A	Prepare Vegetables, Eggs and Farinaceous Dishes
THH	BCC05	A	Prepare and Cook Poultry and Game
THH	BCC06	A	Prepare and Cook Seafood
THH	BCC07	A	Identify and Prepare Meat
THH	BCC08	A	Prepare Hot and Cold Sweets
THH	BCC09	A	Prepare Pastry, Cakes and Yeast Goods
THH	BCC10	A	Plan and Prepare Food for Buffets
THH	BCC11	A	Implement Food Safety Procedures
THH	BCC12	A	Prepare Diet Based and Preserved Foods
THH	BCC13	A	Plan and Control Menu Based Catering
THH	BCC14	A	Organise Bulk Cooking Operations
THH	BCC15	A	Organise Food Service Operations
THH	ADCC01	A	Prepare Pates and Terrines
THH	ADCC02	A	Plan, Prepare and Display a Buffet
THH	ADCC04	A	Prepare Portion Controlled Meat Cuts
THH	ADCC05	A	Handle and Serve Cheese
THH	ADCC06	A	Prepare Chocolate
THH	ADSF	A	Select, Prepare and Serve Specialised Food Items
THH	ADSC	A	Select, Prepare and Serve Specialist Cuisines
THH	S2CC1	A	Monitor Catering Revenue and Costs
THH	S2CC2	A	Establish and Maintain Quality Control
THH	S2CC3	A	Develop a Food Safety Plan

COMMERCIAL CATERING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	BCAT01	A	Prepare Foods According to Specific Dietary and Cultural Needs
THH	BCAT02	A	Package Prepared Foodstuffs
THH	BCAT03	A	Transport and Store Food in a Safe and Hygienic Manner
THH	BCAT04	A	Operate a Fast Food Outlet
THH	BCAT05	A	Apply Cook-Chill Production Processes
THH	BCAT06	A	Apply Catering Control Principles
THH	ADCAT01	A	Prepare Daily Meal Plans to Promote Good Health
THH	ADCAT02	A	Develop Menus to Meet Special Cultural and Dietary Needs
THH	ADCAT03	A	Select Catering Systems
THH	SCAT01	A	Manage Facilities Associated with Commercial Catering Contracts
THH	SCAT02	A	Plan the Total Concept for a Major Event or Function
THH	SCAT03	A	Prepare Tenders for Catering Contracts
THH	SCAT04	A	Design Menus to Meet Market Needs
THH	SCAT05	A	Select Cook-Chill Production Systems

FOOD & BEVERAGE

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	BFB01a	A	Clean and Tidy Bar Areas
THH	BFB01	A	Operate a Bar
THH	BFB02/3a	A	Provide a Link Between Kitchen and Service Areas
THH	BFB02/3	A	Provide Food and Beverage Service
THH	BFB04	A	Provide Table Service of Alcoholic Beverages
THH	BFB05	A	Operate Cellar Systems
THH	BFB06	A	Complete Retail Liquor Sales
THH	BFB08	A	Provide Room Service
THH	BFB09	A	Provide Responsible Service of Alcohol
THH	BFB10	A	Prepare and Serve Non Alcoholic Beverages
THH	BFB11	A	Develop and Update Food and Beverage Knowledge
THH	ADFB01	A	Provide Specialist Advice on Food
THH	ADFB02	A	Provide Specialist Wine Service
THH	ADFB03	A	Prepare and Serve Cocktails
THH	ADFB6/9/10	A	Provide Gueridon Service
THH	ADFB07	A	Provide Silver Service

FRONT OFFICE

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	BFO01	A	Receive and Process Reservations
THH	BFO02/3	A	Provide Accommodation Reception Services
THH	BFO04	A	Maintain Financial Records
THH	BFO05	A	Process Financial Transactions
THH	BFO06	A	Perform Clerical Procedures
THH	BFO07	A	Communicate on the Telephone
THH	BFO08	A	Conduct Night Audit
THH	BFO09	A	Provide Club Reception Services
THH	BFO10	A	Provide Porter Services

HOUSEKEEPING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BH02	A	Clean Premises and Equipment
THH	BH03/4	A	Prepare Rooms for Guests
THH	BH05	A	Launder Linen and Guest Clothes
THH	BH06	A	Provide Valet Service

SECURITY

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	BTHS01	A	Maintain the Security of Premises and Property
THH	BTHS02	A	Determine & Use Reasonable Security Forces To Control Access To and Exit From Premises
THH	BTHS03	A	Maintain Safety of Premises and Personnel
THH	BTHS04	A	Manage Intoxicated Persons
THH	BTHS05	A	Operate Basic Security Equipment
THH	BTHS06	A	Apprehend Offenders
THH	BTHS07	A	Screen Baggage and People to Minimise Security Risk
THH	BTHS08	A	Escort and Carry Valuables
THH	BTHS09	A	Control Crowds
THH	BTHS10	A	Employ Batons and Handcuffs
THH	BTHS11	A	Interpret Information from Advanced Security Equipment
THH	BTHS12	A	Operate Central Monitoring/Communication Station
THH	BTHS13	A	Monitor Field Staff Activity from Control Room
THH	BTHS14	A	Operate Security Vehicle
THH	BTHS15	A	Manage Dogs for Patrol
THH	BTHS16	A	Provide Lost and Found Facility
THH	BTHS17	A	Observe and Monitor People
THH	ADTHS01	A	Plan and Conduct Evacuation of Premises
THH	ADTHS02	A	Provide for Safety of VIP's

GAMING

<i>NATIONAL CODE</i>	<i>UNIT CODE</i>	<i>VERSION DESCRIPTOR</i>	<i>UNIT TITLE</i>
THH	BG01	A	Operate a Gaming Location
THH	BG02	A	Operate a TAB Outlet
THH	BG03	A	Conduct a Keno Game
THH	ADG01	A	Analyse and Report on Gaming Machine Data
THH	ADG03	A	Provide Responsible Gaming Services

QUALIFICATIONS FRAMEWORK

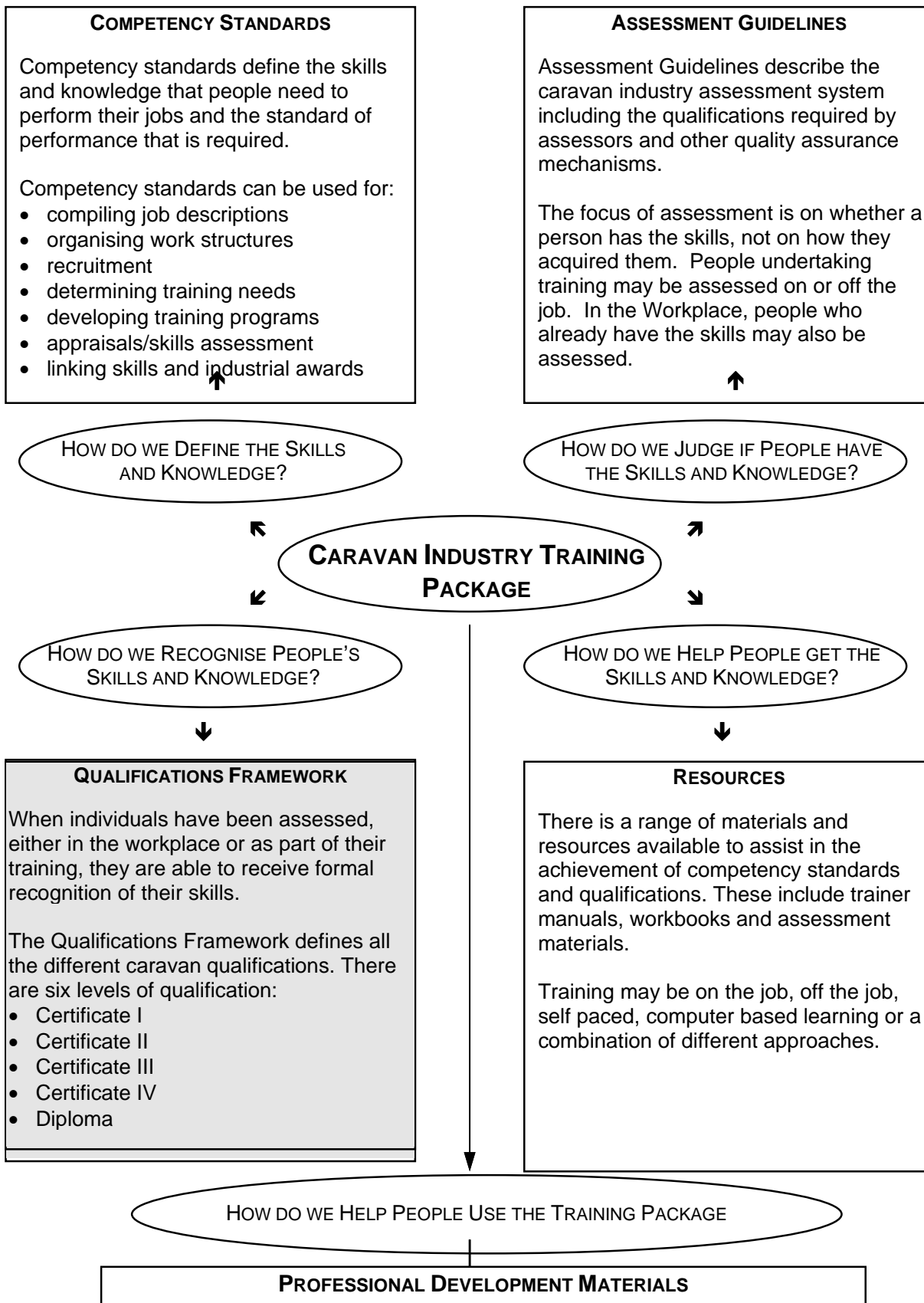
QUALIFICATIONS FRAMEWORK

The Qualification Framework forms one of the components of the overall Caravan Industry Training Package. The diagram overleaf shows how the framework fits into the big picture.

In simple terms, the Qualifications Framework:

- lists the full range of national qualifications that are available in the caravan industry
- shows the titles for each of the qualifications
- sets down the skill requirements for each of the qualifications

In using the Qualifications Framework you may need to refer to the summary of units of competence.



The total set of the Caravan Industry National Competency Standards describe all the skills needed by various people working in all sectors of the industry. The Qualifications Framework shows which skills are required to achieve qualifications in particular areas and at different levels.

For example, the set of skills required by a person working in a caravan park would be different to the skills needed to build a caravan. Further, the skills of a person who has been working in a caravan park for 12 months would also be different to a person who had recently started. Neither would have the same skill level as that of a caravan park manager.

Each caravan industry job will be made up of a different package of units of competence. Because there are so many different caravan industry jobs, it would be impossible to say which units are needed for every single work situation. There is often movement of people across caravan industry sectors, and therefore the caravan industry qualifications framework recognises the commonalities of skills, and the large variety of chosen career paths.

KEY POINTS ABOUT THE QUALIFICATIONS FRAMEWORK

These national qualifications comply with the guidelines of the Australian Qualifications Framework (AQF) which was introduced in January 1995, in that:

- Qualifications relate to real jobs
- Frameworks are flexible and people should not be forced to achieve competence in units, which they do not require to perform known caravan industry jobs
- Frameworks for different job functions or sectors do not necessarily have to be equitable - some job functions or sectors may require a larger range of skills and might be 'weightier' than others to achieve real job outcome at a particular "level".
- The packaging of units of competence in Training Packages is based on workplace requirements. Training should be structured and delivered via pathways suited to the industry.

ATTAINMENT OF QUALIFICATIONS

Qualifications may be attained in a number of ways but they must be based on the achievement of competency standards. A qualification can only be issued when the **required units** of competence are achieved.

It is industry that determines the units of competence to be achieved in order to achieve a qualification. Any organisation issuing a qualification will need to comply with these requirements

The framework for combining units of competence appears in this document. It is designed to be as flexible as possible to allow for the variety of different work situations in the caravan industry.

In the caravan industry qualifications:

- Each qualification includes both core and elective units:
 - Specification of core units for each qualification ensures integrity.
 - Choice of a wide range of elective units provides flexibility.
- Some qualifications include units that have been imported into the Training Package from other industries – such as those covering retail skills, tourism skills, horticultural skills etc. Only marginal changes have been made to these units so that portability across industries may be achieved. These units are considered an integral part of caravan industry operations, and industry has expressed a desire to see those units included in the package.

In summary, the National Caravan Industry qualifications:

- Cover key industry functions rather than specific industry sectors
- Reflect groupings of skills which are transferable across sectors eg. retail, tourism, clerical/administration, management and information services and which require similar sets of skills.
- Allow for the multi-skilling which is required in the caravan industry
- Recognise commonalities of skills across industry sectors
- Reflect the movement of people across caravan industry sectors and the variety of chosen career paths.
- Allow for flexible training options which will enable enterprises to select combinations of units to meet their needs whilst not impeding training providers from designing training specific to one sector.

ALIGNMENT TO THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The National Caravan Industry Qualifications comply with the guidelines of the Australian Qualifications Framework (AQF) which was introduced in January 1995.

The AQF is a framework of nationally consistent and recognised qualifications and covers qualifications from entry level to post graduate level. Six levels of the Australian Qualifications Framework apply to Vocational Education and Training (VET):

QUALIFICATION AND BRIEF DESCRIPTION OF THE SKILLS PERFORMED AT EACH LEVEL
CERTIFICATE I <i>Those working at AQF Certificate I level:</i> Perform a defined range of mainly routine and predictable activities.
CERTIFICATE II <i>Those working at AQF Certificate II level:</i> Perform a range of functions, involving known routines and procedures with some complex or non-routine activities
CERTIFICATE III <i>Those working at AQF Certificate III level:</i> Perform a defined range of skilled operations, using discretion and judgement and have the ability to select, adapt and transfer skills to different situations
CERTIFICATE IV <i>Those working at AQF Certificate IV level:</i> Apply a broad range of skills, evaluate and plan, may provide some leadership and guidance to others, and have some responsibility for others
DIPLOMA <i>Those working at AQF Diploma level:</i> Apply knowledge and skills with substantial depth in some areas. They plan, initiate new approaches and apply judgement in selecting courses of action for themselves and others
ADVANCED DIPLOMA <i>Those working at AQF Advanced Diploma level:</i> Apply a significant range of fundamental principles and techniques, apply significant judgement in planning, design, and leadership, have responsibility for themselves and others

NOTE:

The Caravan Industry Framework only includes a Certificate I in the Caravan Parks area, and does not include an Advanced Diploma.

QUALIFICATION TITLES

Each qualification identified within a Training Package has been given a title. This title must be used by all Registered Training Organisations responsible for issuing qualifications. There is a nationally consistent format under the guidelines of the AQF. A qualification title includes:

- the words Certificate I, II, III, IV, Diploma or Advanced Diploma to reflect the level of the qualification
- the industry covered, in this case, Caravans
- the main content/functional area covered by the qualification eg Recreational Vehicle Manufacturing

CUSTOMISATION OF QUALIFICATIONS

The qualifications for the caravan industry have been developed in a way which allows individual industry sectors and enterprises to customise each qualification to meet specific needs. The qualifications ensure national integrity through specified core units whilst maintaining flexibility through choice of a wide range of elective units

Points to note on customisation of qualifications:

- Units from other endorsed enterprise standards may be included in any qualification as **additional elective units**.
- Units from other endorsed industry training packages may be added to any qualification as **additional elective units**. For example, in the Caravan Park Operations qualifications, units of competence from Outdoor Recreation could be added. The suggestions made in the individual qualifications are not exhaustive and different units could be more appropriate to individual circumstances.
- Some units from other industries have been imported into the Caravan Industry Training Package and are included in national caravan industry qualifications.
- There may be a need for a qualification that falls outside the industry framework. This should be negotiated by the Registered Training Organisation with the local industry to ensure relevance and suitability. It would then need to be accredited by the relevant State/Territory Recognition Authority. Given the flexibility of the new framework, it is not considered likely that this will occur on a regular basis.

More advice on customisation of individual units of competence is found in the Caravan Training Package Competency Standards - Overview.

NEW APPRENTICESHIPS – TRAINEESHIPS

New Apprenticeship/Traineeship arrangements are considered appropriate for the following qualifications:

Certificate I in Caravan Park Operations
Certificate II in Recreational Vehicle Manufacturing
Certificate II in Recreational Vehicle Servicing
Certificate II in Recreational Vehicle & Accessories Retailing
Certificate II in Caravan Park Operations

Certificate III in Recreational Vehicle Manufacturing
Certificate III in Recreational Vehicle Servicing
Certificate III in Recreational Vehicle & Accessories Retailing
Certificate III in Caravan Park Operations

Certificate IV in Recreational Vehicle Manufacturing
Certificate IV in Recreational Vehicle Servicing
Certificate IV in Recreational Vehicle & Accessories Retailing
Certificate IV in Caravan Park Supervision

Points to note on New Apprenticeships/Traineeships:

- Development of New Apprenticeships/Traineeships should take account of the characteristics of industry at a local level.
- Customisation of New Apprenticeships/Traineeships should follow the guidelines for core and elective units as specified for each qualification.
- New Apprenticeships/Traineeships in the Caravan Industry must include effective assessment and this is the responsibility of the Registered Training Organisation. Assessment must include an integrated skills assessment after a period of workplace employment. Evidence of this should include as a minimum:
 - evidence that demonstrates satisfactory workplace performance
 - supporting evidence of competency from an employer, if possible.
- The time to complete New Apprenticeships/Traineeships in the Caravan Industry should be negotiated at State and Territory level. The diversity of the industry, its many sectors and the people who work within it make it impossible to provide meaningful national guidance on this. Local consultation will ensure New Apprenticeships/Traineeships meet local industry needs.

THE QUALIFICATIONS FRAMEWORK

There are four streams or pathways to the level of Certificate IV:

- **Recreational Vehicle Manufacturing**
- **Recreational Vehicle Servicing**
- **Recreational Vehicle & Accessories Retailing**
- **Caravan Park Operations.**

The Caravan Park Operations stream also leads to a Diploma.

In total there are 14 qualifications.

Each qualification has been expressed as a complete set of requirements, therefore in interpreting the qualifications, no reference to lower level qualifications is required unless it is specifically stated.

The proposed streams reflect the commonalities and differences between the skills required in various industry sectors.

- The Recreational Vehicle Manufacturing stream applies to a specific and specialised industry sector. At all levels, particularly at the supervisory level, there are commonalities with all caravan industry sectors. Completion of at least AQF II of this stream provides portability into the Recreational Vehicle Servicing stream.
- Recreational Vehicle Servicing stream incorporates a unique set of skills which encompass not only basic Recreational Vehicle manufacturing skills but additional qualifications which can be applied to broad ranging caravan repair and servicing needs.
- Recreational Vehicle and Accessories Retailing incorporates essential retailing competencies with the additional customer service and marketing skills required by the caravan and accessory retailing industry.
- The Caravan Park Operations stream has two areas of focus; *Administration/Tourism* and *Parks, Grounds and Maintenance* which are accommodated via a wide selection of electives. Caravan Park qualifications include the Diploma of Caravan Park Management, which has commonalities with the Diploma of Tourism, and allows for articulation and portability. There are opportunities for multi-skilling as well as specialisation.

The Certificate I in Caravan Park Operations is an entry-level qualification, which may be appropriate for delivery in schools, under suitable partnership arrangements with local employers. It may need to be supported by the delivery of training to address language, literacy and numeracy requirements. It is also suitable for delivery as pre-vocational training, as well as in a direct employment relationship.

- Portability, through the addition of units from other training packages will greatly enhance qualification options, opening up additional career pathways within the Caravan Industry Training Package. The addition of Horticulture, Retail and Tourism units to Caravan Park Operations increases the range of possibilities for participants in this growing industry.

The framework shows the minimum combinations of units required to achieve a qualification in the caravan industry. No qualification is limited to the minimum units described. Additional units of competence, over and above the minimum units described, may be added to meet local industry or enterprise needs.

Any additional units chosen from any functional area must be relevant to the occupational outcome sought and should be appropriate to the level of the AQF qualification.

If an employee/trainee does not seek a full qualification, Statements of Attainment may be issued following successful completion and assessment of units of competence at any level

The diagram on the next page provides an overview of all the national caravan industry qualifications.

NATIONAL CARAVAN INDUSTRY QUALIFICATIONS

User Guide

<i>Recreational Vehicle Manufacturing</i>	<i>Recreational Vehicle Servicing</i>	<i>Recreational Vehicle & Accessories Retailing</i>	<i>Caravan Parks</i>
			CERTIFICATE I IN CARAVAN PARK OPERATIONS
CERTIFICATE II IN RECREATIONAL VEHICLE MANUFACTURING	CERTIFICATE II IN RECREATIONAL VEHICLE SERVICING	CERTIFICATE II IN RECREATIONAL VEHICLE AND ACCESSORIES RETAILING	CERTIFICATE II IN CARAVAN PARK OPERATIONS
CERTIFICATE III IN RECREATIONAL VEHICLE MANUFACTURING	CERTIFICATE III IN RECREATIONAL VEHICLE SERVICING	CERTIFICATE III IN RECREATIONAL VEHICLE AND ACCESSORIES RETAILING	CERTIFICATE III IN CARAVAN PARK OPERATIONS
CERTIFICATE IV IN RECREATIONAL VEHICLE MANUFACTURING	CERTIFICATE IV IN RECREATIONAL VEHICLE SERVICING	CERTIFICATE IV IN RECREATIONAL VEHICLE AND ACCESSORIES RETAILING	CERTIFICATE IV IN CARAVAN PARK SUPERVISION
			DIPLOMA OF CARAVAN PARK MANAGEMENT

RECREATIONAL VEHICLE MANUFACTURING QUALIFICATIONS

Certificate II in Recreational Vehicle Manufacturing
Certificate III in Recreational Vehicle Manufacturing
Certificate IV in Recreational Vehicle Manufacturing

SUMMARY OF REQUIREMENTS:

This summary lists the number of core units and any electives required for each qualification. It is a requirement of industry that if a full qualification outcome is sought, then all competencies and the number of specified electives must be attained. Statements of Attainment may be issued for a specific area of manufacturing, for example, framing, sheeting or electrical, following successful assessment of competence. The specific requirements for each of these qualifications are shown on the following pages.

Please note that an entry-level common core is shared with all streams at Certificate II level.

Electives **may** include units already achieved at a previous qualification level.

CERTIFICATE II IN RECREATIONAL VEHICLE MANUFACTURING

To receive this qualification, the following must be achieved:

- Nine core units *plus*;
- Four elective units

CERTIFICATE III IN RECREATIONAL VEHICLE MANUFACTURING

To receive this qualification, the following must be achieved:

- Twelve core units plus;
- Eight elective units

CERTIFICATE IV IN RECREATIONAL VEHICLE MANUFACTURING

To receive this qualification, the following must be achieved:

- Thirty two core units *plus*;
- Three electives

CERTIFICATE II IN RECREATIONAL VEHICLE MANUFACTURING

The **Certificate II in Recreational Vehicle Manufacturing** is designed to reflect the role of entry level employees working in the Recreational Vehicle Manufacturing Industry.

A **Certificate II in Recreational Vehicle Manufacturing** will comprise:

CORE UNITS:		ELECTIVE UNITS	
THCCORO4A	Develop & Update Caravan Industry Knowledge	A minimum of four units, additional to the core, selected from the following pool:	
THCCOR05A	Plan & Organise Daily Work	MEM5.12AA	Perform Routine Manual Arc and/or Gas Metal Arc Welding
THHCOR01A	Work with Colleagues and Customers	THCMAN01A	Build a Recreational Vehicle Chassis
THHCOR03A	Follow Health Safety and Security Procedures	THCMAN02A	Build the Floor for a Recreational Vehicle
MEM5.5AA	Carry Out Mechanical Cutting	THCMAN03A	Construct and Install the Walls and Roof for a Recreational Vehicle
MEM5.13AA	Perform Manual Production Welding	THCMAN04A	Install 12v DC Cabling in a Recreational Vehicle
MEM18.1AA	Use Hand Tools	THCMAN06A	Install Furniture and Appliances
MEM18.2AA	Use Power Tools/Hand Held Operations	THCMAN07A	Install and Connect the Water System within a Recreational Vehicle
		THCMAN08A	Sheet, Glaze and Finish a Recreational Vehicle
		THCMAN09A	Build Furniture for a Recreational Vehicle
		THCGQA01A	Apply Quality Standards and Procedures
		THHGHS03A	Provide First Aid

CERTIFICATE III IN RECREATIONAL VEHICLE MANUFACTURING

The **Certificate III in Recreational Vehicle Manufacturing** is designed to reflect the role of a Recreational Vehicle Manufacturer. The person may be employed within a large manufacturing organisation or a smaller workshop.

A **Certificate III in Recreational Vehicle Manufacturing** will comprise:

CORE UNITS:		ELECTIVE UNITS	
THCCORO4A	Develop & Update Caravan Industry Knowledge	A minimum of eight units additional to the core, selected from the following pool:	
THCCOR05A	Plan & Organise Daily Work	THCMAN01A	Build a Recreational Vehicle Chassis
THHCOR01A	Work with Colleagues and Customers	THCMAN02A	Build the Floor for a Recreational Vehicle
THHCOR03A	Follow Health Safety and Security Procedures	THCMAN03A	Construct and Install the Walls and Roof for a Recreational Vehicle
MEM5.5AA	Carry Out Mechanical Cutting	THCMAN04A	Install 12v DC Cabling in a Recreational Vehicle
MEM5.13AA	Perform Manual Production Welding	THCMAN05A	Install LP Gas System in a Recreational Vehicle
MEM5.12AA	Perform Routine Manual Arc and/or Gas Metal Arc Welding	THCMAN06A	Install Furniture and Appliances
MEM18.1AA	Use Hand Tools	THCMAN07A	Install and Connect the Water System within a Recreational Vehicle
MEM18.2AA	Use Power Tools/Hand Held Operations	THCMAN08A	Sheet, Glaze and Finish a Recreational Vehicle
THCGQA01A	Apply Quality Standards and Procedures	THCMAN09A	Build Furniture for a Recreational Vehicle
THHGTR01A	Coach Others in Job Skills	THHGHS03A	Provide First Aid
THCGHS05A	Recognise and Act Upon Electrical Hazards		

CERTIFICATE IV IN RECREATIONAL VEHICLE MANUFACTURING

The **Certificate IV in Recreational Vehicle Manufacturing** is designed to reflect the role of Recreational Vehicle Manufacturers who operate with significant autonomy and responsibility. This qualification reflects the diversity of job roles and responsibilities within either large or small manufacturing businesses. The choice of electives will reflect the needs of the enterprise.

A **Certificate IV in Recreational Vehicle Manufacturing** will comprise:

CORE UNITS:		ELECTIVE UNITS
THCCORO4A	Develop & Update Caravan Industry Knowledge	<p>A minimum of three units additional to the core, selected from any area of the Caravan Training Package, according to workplace requirements. For example:</p> <p>Leadership THHGLE03A Develop and Implement Operational Plans THHGLE07A Recruit & Select Staff THHGLE12A Develop and Manage Marketing Strategies THHGLE13A Manage Finances Within a Budget</p> <p>Quality Assurance THCGQA02A Implement and Monitor Continuous Improvement Systems and Processes</p> <p>Training and Assessment *BSZ401A Plan Assessment *BSZ402A Conduct Assessment *BSZ403A Review Assessment</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>* These 3 competencies are co-requisite and count for one elective/option.</p> </div>
THCCOR05A	Plan & Organise Daily Work	
THHCOR01A	Work with Colleagues and Customers	
THHCOR03A	Follow Health Safety and Security Procedures	
MEM5.5AA	Carry Out Mechanical Cutting	
MEM5.13AAA	Perform Manual Production Welding	
MEM5.12AA	Perform Routine Manual Arc and/or Gas Metal Arc Welding	
MEM18.1AA	Use Hand Tools	
MEM18.2AA	Use Power Tools/Hand Held Operations	
THCGHS05A	Recognise and Act Upon Electrical Hazards	
THCGHS10A	Manage & Co-ordinate Emergency Response	
THCGQA01A	Apply Quality Standards and Procedures	
THHGTR01A	Coach Others in Job Skills	
BSZ404A	Train Small Groups	
THCMAN01A	Build a Recreational Vehicle Chassis	
THCMAN02A	Build the Floor for a Recreational Vehicle	
THCMAN03A	Construct and Install the Walls and Roof for a Recreational Vehicle	
THCMAN04A	Install 12v DC Cabling in a Recreational Vehicle	
THCMAN05A	Install LP Gas System in a Recreational Vehicle	
THCMAN06A	Install Furniture and Appliances	
THCMAN07A	Install and Connect the Water System within a Recreational Vehicle	
THCMAN08A	Sheet, Glaze and Finish a Recreational Vehicle	
THCMAN09A	Build Furniture for a Recreational Vehicle	
THHGHS03A	Provide First Aid	
THHGCS03A	Deal with Conflict Situations	
THHGLE01A	Monitor Work Operations	
THHGLE02A	Implement Workplace Health, Safety and Security Procedures	
THHGLE05A	Roster Staff	
THHGLE06A	Monitor Staff Performance	
THHGLE08A	Lead and Manage People	
THHGGA03B	Source and Present Information	
THHGGA10A	Monitor and Obtain Materials and Services	

RECREATIONAL VEHICLE SERVICING QUALIFICATIONS

Certificate II in Recreational Vehicle Servicing
Certificate III in Recreational Vehicle Servicing
Certificate IV in Recreational Vehicle Servicing

SUMMARY OF REQUIREMENTS:

This summary lists the number of core units required for each qualification. It is a requirement of industry that if a full qualification outcome is sought, then all core and elective competencies must be attained. Statements of Attainment may be issued for each competency achieved without gaining a full qualification. The specific requirements for each of these qualifications are shown on the following pages.

Please note that an entry-level common core is shared with all streams at Certificate II level.

CERTIFICATE II IN RECREATIONAL VEHICLE SERVICING

To receive this qualification, the following must be achieved:

- Ten core units *plus*;
- Four elective units

CERTIFICATE III IN RECREATIONAL VEHICLE SERVICING

To receive this qualification, the following must be achieved:

- Fourteen core units plus;
- Seven elective units

CERTIFICATE IV IN RECREATIONAL VEHICLE SERVICING

To receive this qualification, the following must be achieved:

- Thirty two core units *plus*;
- Four elective units

CERTIFICATE II IN RECREATIONAL VEHICLE SERVICING

The **Certificate II in Recreational Vehicle Servicing** is designed to reflect the role of entry level employees working in the Recreational Vehicle Servicing Industry.

A **Certificate II in Recreational Vehicle Servicing** will comprise:

CORE UNITS		ELECTIVE UNITS			
THCCOR04A	Develop & Update Caravan Industry Knowledge	A minimum of four units additional to the core, selected from the following pool:			
THCCOR05A	Plan & Organise Daily Work				
THHCOR01A	Work with Colleagues and Customers				
THHCOR03A	Follow Health Safety and Security Procedures				
MEM5.5AA	Carry Out Mechanical Cutting				
MEM5.13AA	Perform Manual Production Welding				
MEM18.1AA	Use Hand Tools				
MEM18.2AA	Use Power Tools/Hand Held Operations				
THCGHS05A	Recognise and Act Upon Electrical Hazards				
				MEM5.12AA	Perform Routine Manual Arc and/or Gas Metal Arc Welding
				THCSER01A	Repair/Service a Recreational Vehicle Chassis
				THCSER02A	Replace Floor Coverings in a Recreational Vehicle
				THCSER03A	Repair Walls and Roof of a Recreational Vehicle
		THCSER04A	Repair/Replace 12v DC Electrical Cabling within a Recreational Vehicle		
		THCSER05A	Repair/Service LP Gas Systems within Recreational Vehicle		
		THCSER06A	Remove and Re-Install Furniture and Appliances in a Recreational Vehicle		
		THCSER07A	Service, Repair Water System in a Recreational Vehicle		
		THCSER08A	Replace Damaged Sheeting & Glazing of a Recreational Vehicle		
		THCSER09A	Repair/Replace Furniture in a Recreational Vehicle		
		THHGHS03A	Provide First Aid		
		THCGQA01A	Apply Quality Standards and Procedures		

CERTIFICATE III IN RECREATIONAL VEHICLE SERVICING

The **Certificate III in Recreational Vehicle Servicing** is designed to reflect the role of a Recreational Vehicle Servicer.

A **Certificate III in Recreational Vehicle Servicing** will comprise:

CORE UNITS		ELECTIVE UNITS	
THCCORO4A	Develop & Update Caravan Industry Knowledge	A minimum of seven units additional to the core, selected from the following pool: THCSER01A Repair/Service a Recreational Vehicle Chassis THCSER02A Replace Floor Coverings in a Recreational Vehicle THCSER03A Repair Walls and Roof of a Recreational Vehicle THCSER04A Repair/Replace 12v DC Electrical Cabling within a Recreational Vehicle THCSER05A Repair/Service LP Gas Systems within Recreational Vehicle THCSER06A Remove and Re-Install Furniture and Appliances in a Recreational Vehicle THCSER07A Service, Repair Water System in a Recreational Vehicle THCSER08A Replace Damaged Sheeting & Glazing of a Recreational Vehicle THCSER09A Repair/Replace Furniture in a Recreational Vehicle	
THCCOR05A	Plan & Organise Daily Work		
THHCOR01A	Work with Colleagues and Customers		
THCOR03A	Follow Health Safety and Security Procedures		
MEM5.5AA	Carry Out Mechanical Cutting		
MEM5.13AA	Perform Manual Production Welding		
MEM5.12AA	Perform Routine Manual Arc and/or Gas Metal Arc Welding		
MEM18.1AA	Use Hand Tools		
MEM18.2AA	Use Power Tools/Hand Held Operations		
THCGHS05A	Recognise and Act Upon Electrical Hazards		
THHGHS06A	Meet Occupational Health and Safety Requirements Associated with Electrical Work		
THHGHS07A	Attach a Flexible Cord And Plug to Equipment which is Connected to a Single Phase 240v Supply		
THCGQA01A	Apply Quality Standards and Procedures		
THHGTR01A	Coach Others in Job Skills		

CERTIFICATE IV IN RECREATIONAL VEHICLE SERVICING

The **Certificate IV in Recreational Vehicle Servicing** is designed to reflect the role of a Recreational Vehicle Servicer who operates with significant autonomy and responsibility. This qualification reflects the diversity of job roles and responsibilities within either large or small servicing businesses. The choice of electives will reflect the needs of the enterprise.

A **Certificate IV in Recreational Vehicle Servicing** will comprise:

CORE UNITS:		ELECTIVE UNITS
THCCOR04A	Develop & Update Caravan Industry Knowledge	<p>A minimum of four units additional to the core, selected from any area of the Caravan Training Package, according to workplace requirements. For example:</p> <p>Leadership THHGLE03A Develop and Implement Operational Plans THHGLE05A Roster Staff THHGLE07A Recruit & Select Staff THHGLE12A Develop and Manage Marketing Strategies THHGLE13A Manage Finances Within a Budget</p> <p>Quality Assurance THCGQA02A Implement and Monitor Continuous Improvement Systems and Processes</p> <p>Training and Assessment *BSZ401A Plan Assessment *BSZ402A Conduct Assessment *BSZ403A Review Assessment</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> * These 3 competencies are co-requisite and count for one elective/option. </div>
THCCOR05A	Plan & Organise Daily Work	
THHCOR01A	Work with Colleagues and Customers	
THHCOR03A	Follow Health Safety and Security Procedures	
MEM5.5AA	Carry Out Mechanical Cutting	
MEM5.13AA	Perform Manual Production Welding	
MEM5.12AA	Perform Routine Manual Arc and/or Gas Metal Arc Welding	
MEM18.1AA	Use Hand Tools	
MEM18.2AA	Use Power Tools/Hand Held Operations	
THCGHS05A	Recognise and Act Upon Electrical Hazards	
THHGHS06A	Meet Occupational Health and Safety Requirements Associated with Electrical Work	
THHGHS07A	Attach a Flexible Cord And Plug to Equipment which is Connected to a Single Phase 240v Supply	
THCGQA01A	Apply Quality Standards and Procedures	
THHGTR01A	Coach Others in Job Skills	
BSZ404A	Train Small Groups	
THCSER01A	Repair/Service a Recreational Vehicle Chassis	
THCSER02A	Replace Floor Coverings in a Recreational Vehicle	
THCSER03A	Repair Walls and Roof of a Recreational Vehicle	
THCSER04A	Repair/Replace 12v DC Electrical Cabling within a Recreational Vehicle	
THCSER05A	Repair/Service LP Gas Systems within Recreational Vehicle	
THCSER06A	Remove and Re-Install Furniture and Appliances in a Recreational Vehicle	
THCSER07A	Service, Repair Water System in a Recreational Vehicle	
THCSER08A	Replace Damaged Sheeting & Glazing of a Recreational Vehicle	
THCSER09A	Repair/Replace Furniture in a Recreational Vehicle	
THHGLE01A	Monitor Work Operations	
THHGLE02A	Implement Workplace Health, Safety and Security Procedures	
THHGLE06A	Monitor Staff Performance	
THHGLE08A	Lead and Manage People	
THHGCS03A	Deal with Conflict Situations	
THCGHS10A	Manage & Co-ordinate Emergency Response	
THHGGA03B	Source and Present Information	
THHGGA10A	Monitor and Obtain Materials and Services	

RECREATIONAL VEHICLE AND ACCESSORY RETAILING QUALIFICATIONS

Certificate II in Recreational Vehicle and Accessory Retailing
Certificate III in Recreational Vehicle and Accessory Retailing
Certificate IV in Recreational Vehicle and Accessory Retailing

SUMMARY OF REQUIREMENTS:

This summary lists the number of core units required for each qualification. It is a requirement of industry that if a full qualification outcome is sought, then all core and elective competencies must be attained. Statements of Attainment may be issued for each competency achieved without gaining a full qualification. The specific requirements for each of these qualifications are shown on the following pages.

Please note that an entry-level common core is shared with all streams at Certificate II level.

CERTIFICATE II IN RECREATIONAL VEHICLE AND ACCESSORY RETAILING

To receive this qualification, the following must be achieved:

- Eleven core units, *plus*
- Two electives

CERTIFICATE III IN RECREATIONAL VEHICLE AND ACCESSORY RETAILING

To receive this qualification, the following must be achieved:

- Twenty one core units *plus*
- three elective units

CERTIFICATE IV IN RECREATIONAL VEHICLE AND ACCESSORY RETAILING

To receive this qualification, the following must be achieved:

- Twenty eight core units *plus*;
- Four elective units

CERTIFICATE II IN RECREATIONAL VEHICLE AND ACCESSORIES RETAILING

The **Certificate II in Recreational Vehicle & Accessory Retailing** is designed to reflect the role of entry-level employees working in the Recreational Vehicle & Accessory Retailing Industry.

A **Certificate II in Recreational Vehicle and Accessory Retailing** will comprise:

CORE UNITS		ELECTIVE UNITS
THCCOR04A	Develop & Update Caravan Industry Knowledge	A minimum of two units additional to the core, selected from any area of the Caravan or Retail Training Package. For example: THHGGA02A Perform Clerical Procedures THHGCT01A Access and Retrieve Computer Data THHGCT02A Produce Documents on Computer THCGHS09A Tow a Recreational Vehicle Safely
THCCOR05A	Plan & Organise Daily Work	
THHCOR01A	Work with Colleagues and Customers	
THHCOR03A	Follow Health Safety and Security Procedures	
THHGGA01A	Communicate on the Telephone	
THHGGA06A	Receive and Store Stock	
WRRCS.2A	Apply Point of Sale Handling Procedures	
WRRS.1A	Sell Products and Services	
WRRM.1A	Merchandise Products	
WWRLP.2A	Minimise Theft	
THHGFA01A	Process Financial Transactions	

CERTIFICATE III IN RECREATIONAL VEHICLE AND ACCESSORIES RETAILING

The **Certificate III in Recreational Vehicle and Accessories Retailing** is designed to reflect the role of a sales consultant in the retail sales of recreational vehicles and accessories. The choice of electives will reflect the needs of the enterprise.

A **Certificate III in Recreational Vehicle and Accessory Retailing** will comprise:

CORE UNITS		ELECTIVE UNITS		
THCCORO4A	Develop & Update Caravan Industry Knowledge	A minimum of three units additional to the core, selected from the Caravan Training Package, Tourism Training Package, or Retail Training Package, according to workplace requirements. For example:		
THCCOR05A	Plan & Organise Daily Work			
THHCOR03A	Follow Health Safety and Security Procedures			
THHCOR01A	Work with Colleagues and Customers			
WRRCS.2A	Apply Point of Sale Handling Procedures		THCRET01A	Plan and Construct an Outdoor Marketing Display
WWRS.1A	Sell Products and Services		THHGLE08A	Lead and Manage People
WWRM.1A	Merchandise Products		THHGLE10A	Manage Workplace Relations
WRRS.2A	Advise on Products and Services		THHGLE12A	Develop and Manage Marketing Strategies
WRRM.3A	Co-ordinate Merchandise Presentation		WRRF3A	Produce Financial Reports
WWRLP.2A	Minimise Theft		THHGFA05A	Manage Payroll Records
THHGFA01A	Process Financial Transactions		THHGH03A	Provide First Aid
THHGGA01A	Communicate on the Telephone		THCGHS09A	Tow a Recreational Vehicle Safely
THHGGA02A	Perform Clerical Procedures			
THHGGA06A	Receive and Store Stock			
THHGGA07A	Control and Order Stock			
THHGCT01A	Access and Retrieve Computer Data			
THHGCT02A	Produce Documents on Computer			
THHGLE01A	Monitor Work Operations			
THHGLE02A	Implement Workplace Health, Safety and Security Procedures			
WRRLP.4A	Maintain Organisation Security			
THHGTR01A	Coach Others in Job Skills			

CERTIFICATE IV IN RECREATIONAL VEHICLE AND ACCESSORIES RETAILING

The **Certificate IV in Recreational Vehicle & Accessories Retailing** is designed to reflect the role of Recreational Vehicle & Accessory Retailer who operates with significant autonomy and responsibility. The qualification reflects the diversity of job roles and responsibilities within either large or small retailing business. The choice of electives will reflect the needs of the enterprise.

A **Certificate IV in Recreational Vehicle and Accessory Retailing** will comprise:

CORE UNITS		ELECTIVE UNITS
THCCOR04A	Develop & Update Caravan Industry Knowledge	<p>A minimum of four units additional to the core, selected from any area of the Caravan Training Package or Retail Training Package, according to workplace requirements. For example:</p> <p>THCRET01A Plan and Construct an Outdoor Marketing Display</p> <p>THHGLE12A Develop and Manage Marketing Strategies</p> <p>WRRF.3A Produce Financial Reports</p> <p>THHGFA05A Manage Payroll Records</p> <p>THCGHS09A Tow a Recreational Vehicle Safely</p> <p>THHGLE10A Manage Workplace Relations</p> <p>THHGLE08A Lead and Manage People</p> <p>THHGLE07A Recruit and Select Staff</p> <p>WRRF.3A Produce Financial Reports</p> <p>THHGLE13A Manage Finances within a Budget</p> <p>THHGHS03A Provide First Aid</p> <p>*BSZ401A Plan Assessment</p> <p>*BSZ402A Conduct Assessment</p> <p>*BSZ403A Review Assessment</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>*These 3 competencies are co-requisites and count for one elective/option.</p> </div>
THCCOR05A	Plan & Organise Daily Work	
THHCOR01A	Work with Colleagues and Customers	
THHCOR03A	Follow Health Safety and Security Procedures	
WRRCS.2A	Apply Point of Sale Handling Procedures	
WWRS.1A	Sell Products and Services	
WWRM.1A	Merchandise Products	
THHGGA01A	Communicate on the Telephone	
THHGGA06A	Receive and Store Stock	
WWRLP.2A	Minimise Theft	
THHGGA02A	Perform Clerical Procedures	
THHGCT01A	Access and Retrieve Computer Data	
THHGCT02A	Produce Documents on Computer	
THHGFA01A	Process Financial Transactions	
THHGLE01A	Monitor Work Operations	
WRRS.2A	Advise on Products and Services	
WRRM.3A	Co-ordinate Merchandise Presentation	
THHGGA07A	Control and Order Stock	
THHGLE02A	Implement Workplace Health, Safety and Security Procedures	
WRRLP.4A	Maintain Organisation Security	
THHGTR01A	Coach Others in Job Skills	
THHGLE11A	Manage Quality Customer Service	
WRR0.1A	Manage Merchandising and Store Presentation	
WRR1.4A	Buy Merchandise	
THHGLE06A	Monitor Staff Performance	
THHGCS03A	Deal With Conflict Situations	
THHGLE05A	Roster Staff	
BSZ404A	Train Small Groups	

CARAVAN PARK OPERATIONS QUALIFICATIONS

Certificate I in Caravan Park Operations

Certificate II in Caravan Park Operations
Certificate III in Caravan Park Operations

Certificate IV in Caravan Park Supervision
Diploma of Caravan Park Management

SUMMARY OF REQUIREMENTS:

This summary lists the number of core and elective units required for each qualification. Electives selected should be appropriate to the occupational outcome sought and to the level of the AQF qualification. The specific requirements for each of these qualifications are shown on the following pages.

Please note that an entry-level common core is shared with all streams at Certificate II level.

CERTIFICATE I IN CARAVAN PARK OPERATIONS

To gain this qualification the following must be achieved:

- four core units *plus*
- a minimum of two electives

CERTIFICATE II IN CARAVAN PARK OPERATIONS

To gain this qualification the following must be achieved:

- five common core units *plus*
- a minimum of nine electives

CERTIFICATE III IN CARAVAN PARK

To gain this qualification the following must be achieved:

- five common core units *plus*
- a minimum of fifteen electives

CERTIFICATE IV IN CARAVAN PARK

To gain this qualification the following must be achieved:

- fourteen core units *plus*;
- fifteen electives for Certificate III in Caravan Park Operations, *plus*;
- a minimum of four electives

DIPLOMA OF CARAVAN PARK MANAGEMENT

To gain this qualification the following must be achieved:

- twenty three core units *plus*;
- fifteen electives for Certificate III in Caravan Park Operations, *plus*;
- two elective units

CERTIFICATE I IN CARAVAN PARK OPERATIONS

The **Certificate I in Caravan Park Operations** is designed to reflect the role of entry level employees working in the Caravan Park Industry who work under the direction and supervision of senior staff. Typical job roles may include assisting in the maintenance of the caravan park, customer service and a range of routine and predictable activities found in caravan parks, particularly those with a tourism or cultural focus.

A **Certificate I in Caravan Park Operations** will comprise:

CORE UNITS	ELECTIVE UNITS
THCCORO4A Develop & Update Caravan Industry Knowledge	<p>A minimum of two units additional to the core selected from any area of the Caravan Training Package Training Package, according to workplace requirements. For example:</p> <p>Tourism/Administration</p> <p>THTFTG07A Research and Share General Knowledge on Aboriginal and Torres Strait Islander Culture</p> <p>THTFTG08A Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture</p> <p>THTTCO01A Develop and Update Tourism Industry Knowledge</p> <p>THHGSC01A Develop and Update Local Knowledge</p> <p>THHGGA01A Communicate on the Telephone</p> <p>THHGGA03A Perform Clerical Procedures</p> <p>THHGGA06A Receive and Store Stock</p> <p>WRRS.1A Sell Products and Services</p> <p>WRRM.1A Merchandise Products</p> <p>WRRCS.2A Apply Point of Sale Handling Procedures</p> <p>WRRLP.2A Minimise Theft</p> <p>Occupational Health and Safety</p> <p>THCGHS08A Respond to Emergencies</p> <p>THHGHS02A Clean Premises and Equipment</p> <p>THCGHS04A Handle Hazardous Materials Safely</p> <p>THCGHS05A Recognise and Act Upon Electrical Hazards</p> <p>Parks, Grounds and Maintenance</p> <p>RUHHRT315A Operate Irrigation Systems</p> <p>RE660008 Collect Refuse or Recyclables</p> <p>THTGTM03B Monitor Pool Water Quality</p> <p>RUHHTR207A Operate Equipment and Machinery</p> <p>THTGTM02A Carry Out Grounds Maintenance</p> <p>THTGTM01A Carry Out General Maintenance</p> <p>RUHHRT104A Provide Turf Care</p> <p>RUHHRT208A Prune Shrubs and Small Trees</p> <p>RUHHRT214A Transplant Small Trees</p>
THHCOR01A Work with Colleagues and Customers	
THHCOR02A Work in a Socially Diverse Environment	
THHCOR03A Follow Health Safety and Security Procedures	

CERTIFICATE II IN CARAVAN PARK OPERATIONS

The **Certificate II in Caravan Park Operations** is designed to reflect the role of employees working in the Caravan Park Industry who carry out a range of activities, usually with a tourism/administration focus or a grounds and maintenance focus. Within small caravan parks, these activities may cover both.

A **Certificate II in Caravan Park Operations** will comprise:

CORE UNITS		ELECTIVE UNITS
THCCOR04A	Develop & Update Caravan Industry Knowledge	<p>A minimum of nine units additional to the core selected from any area of the Caravan Training Package, Tourism Training Package, Hospitality Training Package, Sport and Recreational Training Package or Horticulture Training Package according to workplace requirements. For example:</p> <p>Tourism/Administration</p> <p>THTTCO01A Develop and Update Tourism Industry Knowledge</p> <p>THHGSC01A Develop and Update Local Knowledge</p> <p>THCPAR01A Perform Caravan Park Accommodation Procedures</p> <p>THHGCT01A Access and Retrieve Computer Data</p> <p>THHGCT02A Produce Documents on Computer</p> <p>THHGGA01A Communicate on the Telephone</p> <p>THHGGA03A Perform Clerical Procedures</p> <p>THHGGA06A Receive and Store Stock</p> <p>THHGFA02A Maintain Financial Records</p> <p>THTSOP01A Operate an Automated Information System</p> <p>THTSOP02A Source and Provide Destination Information and Advice</p> <p>THTSOP03A Access and Interpret Product Information</p> <p>THTSOP06A Receive and Process Reservations</p> <p>THTSOP07A Book and Co-ordinate Supplier Services</p> <p>WRRS.1A Sell Products and Services</p> <p>WRRM.1A Merchandise Products</p> <p>WRRCS.2A Apply Point of Sale Handling Procedures</p> <p>WRRLP.2A Minimise Theft</p> <p>Occupational Health and Safety</p> <p>THCGHS08A Respond to Emergencies</p> <p>THHGHS02A Clean Premises and Equipment</p> <p>THCGHS04A Handle Hazardous Materials Safely</p> <p>THCGHS05A Recognise and Act Upon Electrical Hazards</p> <p>Parks, Grounds and Maintenance</p> <p>RUHHRT315A Operate Irrigation Systems</p> <p>RE660008 Collect Refuse or Recyclables</p> <p>THTGTM03B Monitor Pool Water Quality</p> <p>RUHHTR207A Operate Equipment and Machinery</p> <p>THTGTM02A Carry Out Grounds Maintenance</p> <p>THTGTM01A Carry Out General Maintenance</p> <p>RUHHRT104A Provide Turf Care</p> <p>RUHHRT208A Prune Shrubs and Small Trees</p> <p>RUHHRT214A Transplant Small Trees</p>
THCCOR05A	Plan & Organise Daily Work	
THHCOR01A	Work with Colleagues and Customers	
THHCOR02A	Work in a Socially Diverse Environment	
THHCOR03A	Follow Health Safety and Security Procedures	

CERTIFICATE III IN CARAVAN PARK OPERATIONS

The **Certificate III in Caravan Park Operations** is designed to reflect the role of a person working in a caravan park. The role may be that of a caravan park administrator and tourism consultant working in the front office of a caravan parks, a person maintaining the aesthetic appearance and presentation of a caravan park, or a multi-skilled person working in a small caravan park. The choice of electives will reflect the needs of the enterprise.

A **Certificate III in Caravan Park Operations** will comprise:

CORE UNITS		ELECTIVE UNITS
THCCORO4A	Develop & Update Caravan Industry Knowledge	A minimum of fifteen units additional to the core selected from any area of the Caravan Training Package, Tourism Training Package, Hospitality Training Package, Sport and Recreational Training Package or Horticulture Training Package, according to workplace requirements. For example:
THCCOR05A	Plan & Organise Daily Work	
THHCOR01A	Work with Colleagues and Customers	
THHCOR02A	Work in a Socially Diverse Environment	
THHCOR03A	Follow Health Safety and Security Procedures	
		Tourism/Administration
		THTTCO01A Develop and Update Tourism Industry Knowledge
		THHGSC01A Develop and Update Local Knowledge
		THHGCS02A Promote Products and Services to Customers
		THHGCS03A Deal with Conflict Situations
		THCPAR01A Perform Caravan Park Accommodation Procedures
		THCPAR02A Co-ordinate Caravan Park Office
		THHGGA01A Communicate on the Telephone
		THHGGA02A Perform Clerical Procedures
		THHGGA03A Source and Present Information
		THHGGA06A Receive and Store Stock
		THCGGA10A Monitor and Obtain Materials and Services
		THHGCT01A Access and Retrieve Computer Data
		THHGCT02A Produce Documents on Computer
		THHGCT03A Design and Develop Documents, Reports and Worksheets
		THHGCS08A Establish and Conduct Business Relationships
		THCGQA01A Apply Quality Standards and Procedures
		THHGFA02A Maintain Financial Records
		THHGFA05A Manage Payroll Records
		THTSOP01A Operate an Automated Information System
		THTSOP02A Source and Provide Destination Information and Advice
		THTSOP03A Access and Interpret Product Information
		THTSOP06A Receive and Process Reservations
		THTSOP07A Book and Co-ordinate Supplier Services
		WRRS.1A Sell Products and Services
		WRRM.1A Merchandise Products
		WRRCS.2A Apply Point of Sale Handling Procedures
		WRRLP.2A Minimise Theft
		THHBCAT04A Operate a Fast Food Outlet
		THTFTG09A Present Interpretive Activities

	<p>Training and Assessment</p> <p>THHGTR01A Coach Others In Job Skills BSZ404A Train Small Groups</p> <p>Occupational Health and Safety</p> <p>THHGHS01A Follow Workplace Hygiene Procedures THHGHS02A Clean Premises and Equipment THHGHS03A Provide First Aid THCGHS06A Meet Occupational Health and Safety Requirements Associated with Electrical Work</p> <p>THCGHS07A Attach a Flexible Cord And Plug To Equipment which Is Connected To A Single Phase 240v Supply</p> <p>THHGHS08A Respond To Emergencies</p> <p>Parks, Grounds and Maintenance</p> <p>TDTB397 Carry Out Vehicle Maintenance and Minor Repairs</p> <p>THTGTM01A Carry Out General Maintenance THTGTM02A Carry Out Grounds Maintenance THTGTM03B Monitor Pool Water Quality THTGTM04A Carry Out Specialist Maintenance and Construction</p> <p>THCGTM06A Use Chemicals and Biological Agents THCGTM07A Install and / or Modify Irrigation Systems</p> <p>RE66008 Collect Refuse or Recyclables</p> <p>RUHHRT104A Provide Turf Care RUHHRT206A Operate Tractors RUHHRT207A Operate Equipment and Machinery RUHHRT208A Prune Shrubs and Small Trees RUHHRT213A Fell Small Trees RUHHRT214A Transplant Small Trees RUHHRT238A Install Paving RUHHRT239A Install Retaining Walls RUHHRT222A Operate and Maintain Chainsaws RUHHRT301A Prepare Plant Displays RUHHRT305A Implement a Landscape Maintenance Program</p> <p>RUHHRT306A Establish Planted Areas RUHHRT314A Set Out Landscape Works RUHHRT315A Operate Irrigation Systems RUHHRT316A Control Weeds RUHHRT317A Control Pests and Diseases RUHHRT324A Propagate Plants RUHHRT341A Install Concrete Structures and Features</p> <p>RUHHRT419A Supervise Machinery Maintenance RUHHRT435A Cost a Project RUHHRT520A Implement Sustainable Horticultural Practices</p> <p>Leadership</p> <p>THHGLE10A Manage Workplace Relations THHGLE12 Co-ordinate Marketing Strategies THHGLE02A Implement Workplace Health Safety And Security Procedures</p>
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CERTIFICATE IV IN CARAVAN PARK SUPERVISION

The **Certificate IV in Caravan Park Supervision** is designed to reflect the role of caravan park employees who operate with significant autonomy and responsibility. The typical title job role for this level of qualification would be Assistant Caravan Park Manager. The choice of electives will reflect the needs of the enterprise.

A **Certificate IV in Caravan Park Supervision** will comprise:

CORE UNITS	ELECTIVE UNITS
THCCORO4A Develop & Update Caravan Industry Knowledge THCCOR05A Plan & Organise Daily Work THHCOR01A Work with Colleagues and Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health Safety and Security Procedures	<p>A minimum of four additional units selected from any area of the Caravan Training Package, Tourism Training Package, Hospitality Training Package, Sport and Recreational Training Package or Horticulture Training Package according to workplace requirements. For example:</p>
<p>Plus fifteen Elective units from a Certificate III in Caravan Parks</p>	<p>Marketing and Product Development</p>
<p>Plus:</p>	THTPPD02A Research Tourism Data THTPPD03A Source & Package Tourism Products THTPPD04A Plan & Operate Minimal Impact Operations THTPPD06A Plan and Develop Ecologically Sustainable Tourism Operations THHGCS07A Co-ordinate Marketing Strategies
THHGLE01A Monitor Work Operations THHGLE02A Implement Workplace Health, Safety and Security Procedures	<p>Leadership</p>
THHGLE08A Lead and Manage People THHGLE09A Manage Workplace Diversity THHGLE13A Manage Finances Within a Budget	THHGLE03A Develop & Implement Operational Plans THHGLE05A Roster Staff THHGLE07A Recruit and Select Staff THHGLE11A Manage Quality Customer Service THHGLE14A Prepare and Monitor Budgets THHGLE17A Manage and Purchase Stock THHGLE18A Monitor & Maintain Computer Systems THHGLE20A Develop and Update the Legal Knowledge Required for Business Compliance
THCGQA02A Implement and Monitor Continuous Improvement Systems And Processes	<p>General Administration</p>
THHGTR01A Coach Others in Job Skills BSZ404A Train Small Groups THHGHS10A Manage and Co-ordinate Emergency Response	THHGA04A Prepare Business Documents BSATEC402A Assist in Maintenance of Computer System BSATEC403A Identify and Use New and Existing Technology to the Needs of the Enterprise BSATEC404A Customise and Maintain Software THHGHS10A Manage and Co-ordinate Emergency Response THCGQA02A Implement and Monitor Continuous Improvement Systems And Processes
	<p>Parks, Grounds and Maintenance</p>
	THTGTM03B Monitor Pool Water Quality RUHHRT301A Create Plant Displays THCGTM07A Install and/or Modify Irrigation Systems RUHHRT419A Supervise Machinery Maintenance RUHHRT427A Prepare a Landscape Design RUHHRT520A Implement Sustainable Horticultural Practices
	<p>Training and Assessment</p>
	*BSZ401A Plan Assessment *BSZ402A Conduct Assessment *BSZ403A Review Assessment
	<div style="border: 1px solid black; padding: 5px;"> *These 3 competencies are co-requisites and count for one elective/option. </div>

DIPLOMA OF CARAVAN PARK MANAGEMENT

The **Diploma of Caravan Park Management** is designed to reflect the role of the Manager in a Caravan Park. Common titles are Caravan Park Manager, Assistant Manager in a large park, Operations Manager.

A **Diploma of Caravan Park Management** will comprise:

CORE UNITS	ELECTIVE UNITS
THCCORO4A Develop & Update Caravan Industry Knowledge THCCOR05A Plan & Organise Daily Work THHCOR01A Work with Colleagues and Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health Safety and Security Procedures	A minimum of two electives, not previously counted towards a qualification at a lower level within this framework, selected from the following:
Plus fifteen Elective units from a Certificate III in Caravan Parks	Any area of the Caravan Training Package, Tourism Training Package, Hospitality Training Package, Sport and Recreational Training Package or Horticulture Training Package according to workplace requirements. For example:
Plus:	Leadership
THHGTR01A Coach Others in Job Skills	THHGLE06A Monitor Staff Performance
BSZ404A Train Small Groups	THHGLE07A Recruit and Select Staff
THHGLE01A Monitor Work Operations	THHGLE11A Manage Quality Customer Service
THHGLE02A Implement Workplace Health, Safety and Security Procedures	THHGLE17A Manage and Purchase Stock
THHGLE03A Develop & Implement Operational Plans	THHGLE18A Monitor and Maintain Computer Systems
THHGLE04A Establish and Maintain a Safe and Secure Workplace	THHGA05A Plan and Manage Meetings
THHGLE05A Roster Staff	RUHRT419A Supervise Machinery Maintenance
THHGLE08A Lead and Manage People	Sales and Marketing
THHGLE09A Manage Workplace Diversity	THHGLE12A Develop and Manage Marketing Strategies
THHGLE10A Manage Workplace Relations	THHGCSO4A Make Presentations
THHGLE13A Manage Finances Within a Budget	THHGCSO6A Plan and Implement Sales Activities
THHGLE14A Prepare and Monitor Budgets	THTSMA01A Coordinate Production of Brochures & Marketing Materials
THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance	THTSMA02A Create a Promotional Display/Stand
THHGGA04A Prepare Business Documents	Financial Administration
THHGGA08A Plan and Establish Systems and Procedures	THHGFA03A Audit Financial Procedures
THHGGA09A Manage Projects	THHGFA04A Prepare Financial Statements
THHGCSO8A Establish & Conduct Business Relationships	THHGFA05A Manage Payroll Records
THHGHS10A Manage and Co-ordinate Emergency Response	Computer Technology
	THHGCT03A Design and Develop Computer Documents, Reports and Worksheets
	Planning and Product Development
	THTPPD01A Create & Implement Strategic Product Development Initiatives
	THTPPD02A Research Tourism Data
	THTPPD03A Source & Package Tourism Products and Services
	THTPPD04A Plan and Implement Minimal Impact Operations
	THTPPD06A Plan and Develop Ecologically Sustainable Tourism Operations
	THTPPD12A Develop Host Community Awareness of Tourism
	THTPPD13A Assess Tourism Opportunities for Local Communities
	THTPPD14A Develop & Implement Local/Regional Tourism Plan
	RURRT520A Implement Sustainable Horticulture Practices

	<p>Training and Assessment</p> <ul style="list-style-type: none">*BSZ401A Plan Assessment*BSZ402A Conduct Assessment*BSZ403A Review Assessment**BSZ405A Plan and Promote a Training Program**BSZ406A Plan a Series of Training Sessions**BSZ407A Deliver Training Sessions**BSZ408A Review Training <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"><p>*These 3 competencies are co-requisites and count for one elective/option.</p></div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"><p>**These 4 competencies are co-requisites and count for one elective/option.</p></div>
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ASSESSMENT GUIDELINES

ASSESSMENT GUIDELINES

ASSESSMENT SYSTEM OVERVIEW

ASSESSMENT PRINCIPLES ADOPTED BY VOCATIONAL EDUCATION & TRAINING MINSTERS

This document recognises and complies with the eleven assessment principles endorsed by the Ministers:

1. Endorsed industry/enterprise standards form the basis of qualifications in the vocational education and training sector, where they exist.
2. Endorsed industry/enterprise standards are the benchmarks for assessment, where they exist.
3. Assessment conducted for the purposes of national recognition should lead to a part or full qualification under the Australian Qualifications Framework.
4. Assessment should be undertaken by, or auspiced through, a registered provider.
5. Assessment for National recognition purposes shall be conducted within a quality assurance framework.
6. Responsibility for assessment resides with the body that issues the qualification under the Australian Qualification Framework.
7. Assessment processes shall be valid, reliable, flexible and fair.
8. Assessment systems must incorporate mechanisms for recording, storing and accessing assessment outcomes.
9. Assessment reporting systems should incorporate the units of competency that the individual has attained.
10. Assessment reporting systems should incorporate ongoing monitoring and review processes.
11. Assessment processes shall provide for the recognition of current competencies regardless of where these have been acquired.

BENCHMARKS FOR ASSESSMENT

The benchmarks for assessment in The Caravan Industry Training Package are:

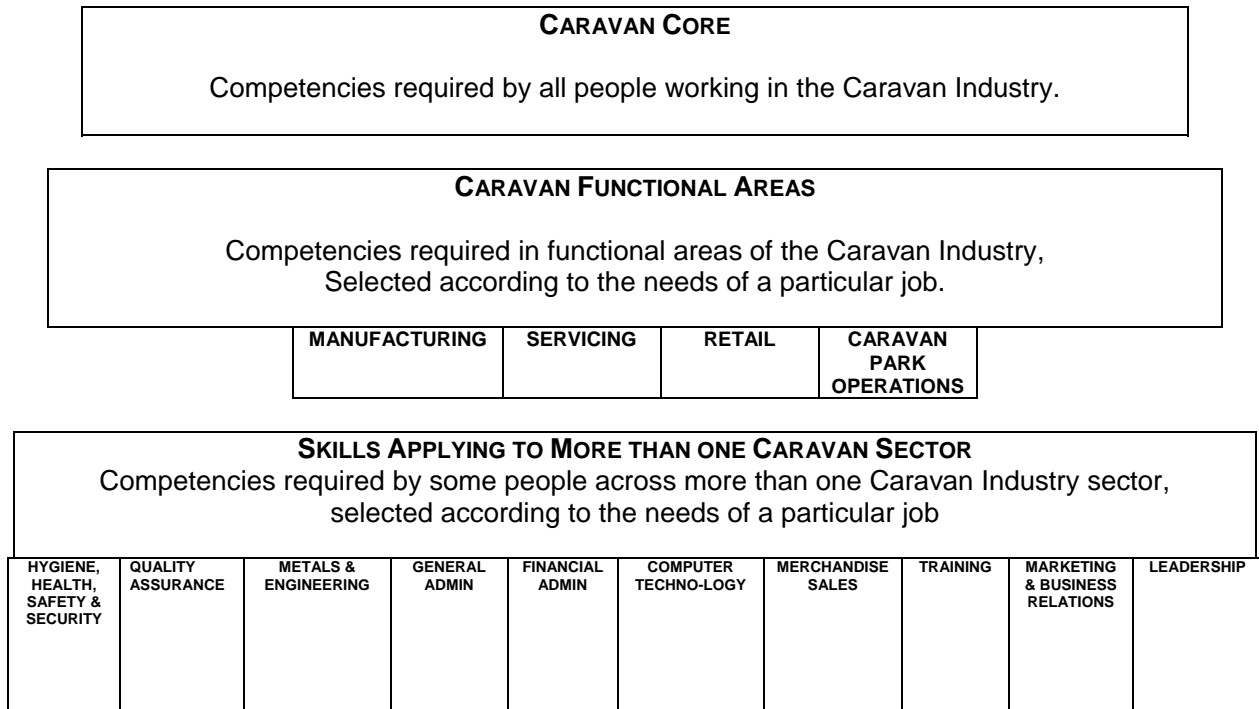
The Caravan Industry National Competency Standards

These competency standards have been supported nationally by the Caravan Industry and endorsed by the National Training Framework Committee (NTFC). The standards form the benchmarks in all sectors of the industry whether achieved through a training and assessment pathway or an assessment only pathway. The assessment system described in this document applies to the full range of Caravan competency standards.

The Caravan Industry has four sectors which are commonly identified as:

- Manufacturing
- Service
- Retail
- Parks

A commonality of skills and career paths exists across sectors at operational and supervisory levels. In addition, some commonality of skills exists between the Caravan and Tourism Industry. For ease of use, the competency standards have been organised into the following structure:



ROLE OF REGISTERED TRAINING ORGANISATIONS

A Registered Training Organisation may be a public or private training provider or an enterprise within the industry. A Registered Training Organisation may provide both on and off the job training and assessment for the Tourism Industry. The role of the Registered Training Organisation is to:

- Conduct and/or validate assessments against the performance criteria, range of variables and evidence guides set by the endorsed Caravan Industry National Competency Standards
- Supply assessors who meet the qualification requirements as established by the Caravan Industry
- Ensure that the Caravan Industry Assessment Guidelines are used as a basis for assessment processes and procedures
- Develop and maintain quality assurance mechanisms to ensure assessment is fair, reliable, valid and flexible to provide outcomes consistent with the State/Territory Recognition Authorities' requirements and the National Competency Standards for Assessment
- Implement an appeals process consistent with the State/Territory Recognition Authorities' requirements
- Maintain secure records of assessment outcomes or arrange a reliable, outsourced record-keeping process
- Provide access to the recording system for reporting and replacement of personal records of assessment on an ongoing basis
- Issue the AQF qualification or Statement of Attainment.

Assessments for national recognition purposes in the Caravan Industry should be mutually recognised. All Registered Training Organisations throughout Australia must ensure that they recognise and offer credit for the assessment outcomes of all other Registered Training Organisations. This is regardless of whether assessment was conducted through a training and assessment pathway or an assessment only pathway.

PARTNERSHIP ARRANGEMENTS

The two broad types of training and assessment systems in the Caravan Industry are:

- The training and assessment system is managed entirely by the Registered Training Organisation
- The training and assessment system is managed by a partnership arrangement between a Caravan enterprise and Registered Training Organisation.

The options as outlined in the following table, are available as partnerships between the Registered Training Organisations and enterprises. The options include the use of qualified industry assessors:

PROVISION OF TRAINING	PROVISION OF ASSESSMENT	QUALIFICATION ISSUED BY
Training provision is shared: <ul style="list-style-type: none">▪ The Registered Training Organisation provides-off-the-job training using qualified trainers.▪ On-the-job training is provided by the enterprise.	<p>The Registered Training Organisation uses qualified assessors to provide assessment entirely off-the-job or combines on and off-the-job assessment.</p> <p>Any assessment will take place in a closely simulated workplace situation.</p> <p>Where training is provided on-the-job followed by assessment off-the-job, assessment will be supported by a portfolio of evidence which demonstrates satisfactory workplace performance and supporting evidence of competency from the employer.</p>	The Registered Training Organisation issues the Statement of Attainment or Qualification.

<p>All training is provided by the enterprise on-the-job.</p>	<p>The Registered Training Organisation issues the Statement of Attainment or Qualification Registered Training Organisation provides an “assessment only” service entirely on-the-job, entirely off-the-job or combines on and off the job assessment.</p> <p>Any off the job assessment will take place in a closely simulated workplace situation.</p> <p>Off-the-job assessment will be supported by a portfolio of evidence which demonstrates satisfactory workplace performance and supporting evidence of competency from the employer.</p>	
<p>Competence is acquired on-the-job through various pathways.</p>	<p>Qualified assessors provide assessment services on-the-job.</p>	<p>The assessment services provide a Statement of Attainment under delegated authority and the Registered Training Organisation issues the qualification.</p>

Options for assessment partnerships in the Caravan Industry

ASSESSMENT PATHWAYS

Assessment of an individual's competence against the Caravan Industry National Competency Standards should lead to the issuance of a qualification or Statement of Attainment under the guidelines of the Australian Qualifications Framework (AQF).

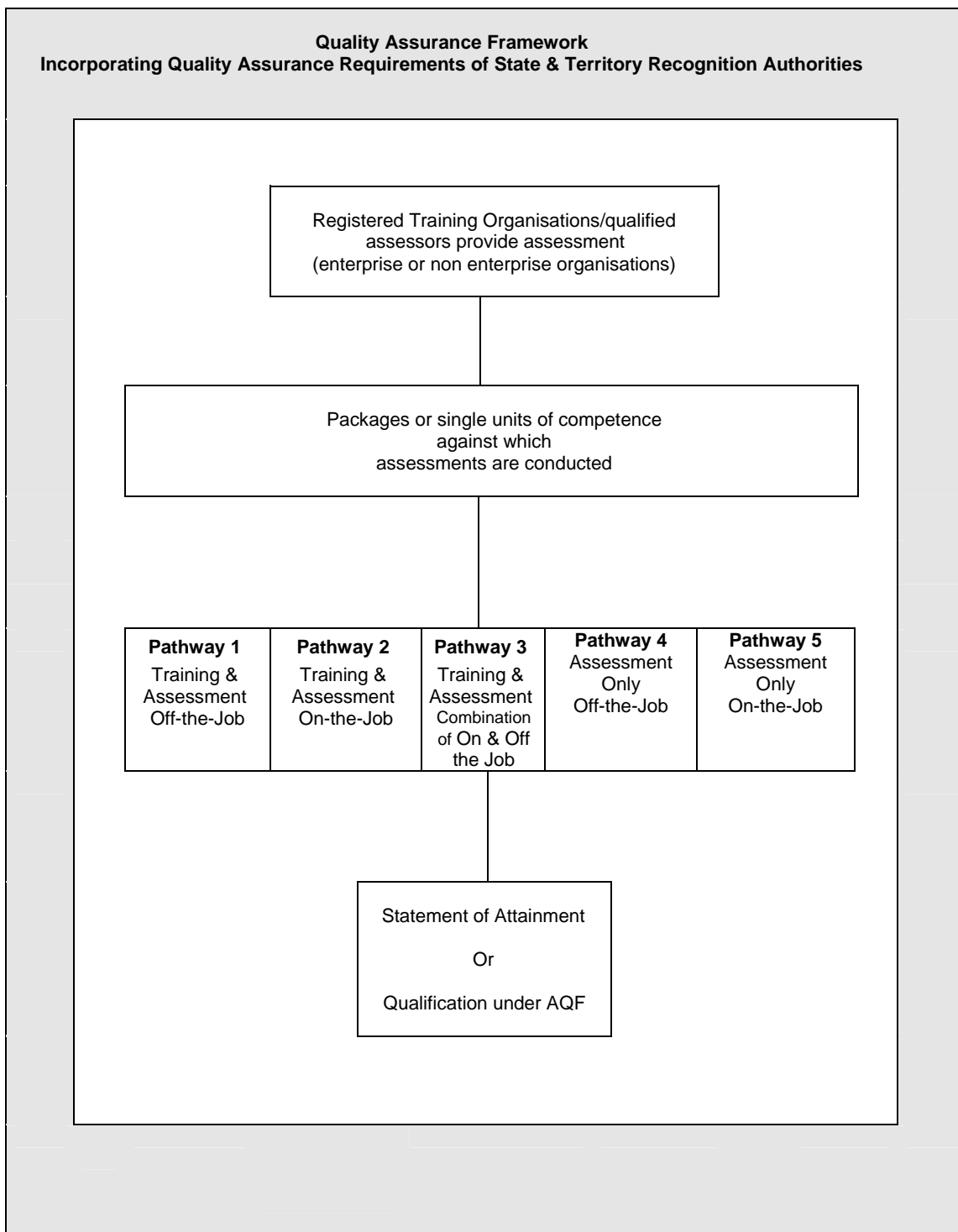
As part of the development of the Caravan Training Package, the Caravan Industry has devised and endorsed flexible frameworks for combining individual units of competence into packages of skills, which allow for the variety of different work situations in the caravan industry.

The qualifications framework for the Caravan Industry is detailed within this User Guide.

By adopting a flexible approach, the acquisition of skills by any means can be recognised. There are a number of assessment pathways which can lead to recognition of competencies and the issuing of a Caravan qualification. They are:

1. A training and assessment pathway undertaken entirely off-the-job	Off the job assessment will take place in a closely simulated workplace situation and will include an integrated skills assessment. Portfolios of evidence related to workplace experience may be appropriate.
2. A training and assessment pathway undertaken entirely on-the-job	This pathway is particularly suitable for those undertaking formal traineeships under New Apprenticeship arrangements.
3. A training and assessment pathway combining on and off the job components	This pathway suitable for any trainee but particularly beneficial to those undertaking formal traineeships under New Apprenticeship arrangements. In the case of New Apprenticeships where training is provided on the job followed by assessment off the job, assessment will be supported by a portfolio of evidence which demonstrates satisfactory workplace performance and supporting evidence of competency from the employer.
4. An assessment only pathway entirely off the job	This pathway is only suitable for those who have considerable industry experience but who hold no formal qualification.
5. An assessment only pathway entirely on the job	This pathway is only suitable for those who have considerable industry experience but who hold no formal qualification.

Assessment Pathways for the Caravan Industry



Flexible Assessment Pathways Leading to a Caravan Qualification.

RECOGNITION OF PRIOR LEARNING - RECOGNITION OF CURRENT COMPETENCE

Competencies can be achieved in a number of ways:

- through formal or informal training
- through work experience
- through general life experience
- through any combination of the above.

All assessment pathways must incorporate the recognition of prior learning (RPL) which allows competencies currently held by individuals to be formally recognised against Caravan Industry National Competency Standards. In this process, the assessed current competencies of individuals should be recognised regardless of how, when or where they were achieved. The flexible assessment pathways described in this document will facilitate Recognition of Prior Learning (RPL).

SIMULATED WORKPLACE SITUATIONS

Where assessment is conducted in a simulated workplace situation, rather than in an actual workplace, conditions of a typical workplace should be reproduced as closely as is possible and include:

- access to a range of typical equipment and materials necessary for successfully undertaking a particular job;
- integration of competencies, including skills and underpinning knowledge, to carry out a “real job”, rather than a series of separate and unrelated tasks (holistic assessment);
- typical workplace conditions including personnel, time constraints, production requirements, quality outcomes required, and policies, procedures and legislative requirements relating to the job being simulated.

RECORDING ASSESSMENT OUTCOMES

The recording, storing, retrieval and accessibility of all competency standard assessment outcomes will be the responsibility of the Registered Training Organisation (RTO) (or organisation with delegated authority), which issues the qualification or Statement of Attainment. This applies to all types of RTOs including:

- public training organisations
- private training organisations
- enterprises within the industry.

This responsibility applies to all types of assessments undertaken in any environment. The Registered Training Organisation, or entity with delegated authority, has the option of outsourcing the responsibility for recording, storing and maintaining the outcomes of assessments, provided it meets the quality assurance requirements of the State or Territory Training or Recognition Authorities.

The provider registration requirements of the State/Territory Training or Recognition Authorities should ensure that mechanisms for these procedures are in place.

REPORTING ASSESSMENT OUTCOMES

Qualifications and Statements of Attainment issued under the Australian Qualifications Framework (AQF) must indicate the units of competence achieved. These should be listed on the qualification and for the Caravan Industry must include:

- The Unit Code
- The Unit Title

An AQF qualification will be issued once the full package of competencies specified for the AQF qualification has been achieved.

If the trainee leaves the training before completing the full package of competencies required to attain the AQF qualification, they will receive a Statement of Attainment for each Unit of Competency achieved.

The above-mentioned reporting mechanisms apply to all types of assessment undertaken in any environment.

QUALITY ASSURANCE MECHANISMS

It is expected that any Registered Training Organisation involved in the assessment of Caravan Industry National Competency Standards will develop and maintain a quality assurance framework for assessment. All quality assurance mechanisms should align with the requirements for provider registration and other quality arrangements approved by State/Territory Recognition Authorities. The industry has mechanisms available (ie. Australian Tourism Training Review Panel) to assist RTOs in maintaining quality assurance.

The use of these industry-endorsed Assessment Guidelines will underpin any quality assurance framework.

REVIEW AND MAINTENANCE OF THE CARAVAN INDUSTRY ASSESSMENT GUIDELINES

Tourism Training Australia is responsible, on behalf of the industry, for the ongoing monitoring and review of the Caravan Industry assessment system detailed in this document. This will be incorporated in the review and maintenance of the Caravan Industry Training Package. Any review should ensure that the Caravan Industry Assessment Guidelines:

- continue to meet the requirements of the industry
- enable industry, employers, enterprises, unions, employees, trainees, assessors and trainers to have confidence in the system and the assessment outcomes
- ensure assessment outcomes which are valid, fair, reliable and flexible
- support RTOs to carry out their responsibilities effectively.

ASSESSOR QUALIFICATIONS

Assessment against the competencies in the Training Package will be carried out in accordance with these endorsed guidelines. These guidelines include the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not be held by any one person.

Assessment of the Caravan Industry National Competency standards must be undertaken by those meeting the industry's qualification requirements for assessors. There are three Caravan Industry qualification requirements for assessors:

1. Qualified assessors will have achieved the National Competency Standards for Assessment, or equivalent standards, ie.

BSZ401A Plan Assessment
BSZ402A Conduct Assessment
BSZ403A Review Assessment

Competence in the above mentioned assessment standards can be achieved by:

- Completing a recognised training program in Assessment
- or*
- Undertaking assessment of current assessment competencies through a formal recognition of prior learning (RPL) process.

In addition, to assess the Caravan Industry National Competency Standards, the following three requirements must be demonstrated by assessors:

2. Current competence in the Caravan Industry National Competency Standards which they are assessing, demonstrated within the industry

(Ideally, this would be demonstrated by 3 years' recent, relevant industry experience and include;

- work experience in more than one enterprise
- supervisory and/or management experience)

3. Familiarity with current industry practices for the sector and job, within which the performance is being assessed

USING QUALIFIED ASSESSORS

There is a range of options for the use of qualified assessors in the Caravan Industry. The alternatives allow assessments to be conducted by an individual, partnership or team in order to meet enterprise specific needs whilst still meeting the industry's qualification requirements for assessors. The range of options may include the use of:

- an assessor who meets **all three** of the Caravan Industry's assessor qualification requirements (as detailed above)
- an assessor who meets the other requirements but who is not competent in the area being assessed. Assessment could be achieved in partnership with another person who is competent in and who can advise on the relevant vocational competencies, at least to the level being assessed (subject expert)
- an assessment panel whose members, between them, meet all the Caravan Industry's qualification requirements for assessors.

GUIDING PRINCIPLES FOR DEVELOPING ASSESSMENT MATERIALS

The guidelines for designing assessment materials are based on the following principles, methods and general format for assessing competence:

- the purpose of assessment is to establish whether the participant has achieved the required level of competence as described in the Caravan Industry National Competency Standards.
- the assessment involves making a judgement of the participant's competence based on:
 - assessment criteria outlined in the competency standards
 - sufficient evidence of the participant's performance over a period of time
 - the key principles of validity, reliability, fairness and flexibility.
- the criteria for assessment is holistic. That is, it integrates knowledge, skills and understanding in the "whole of work" situations. The criteria for a particular unit is also cross-referenced to other units so that assessment is co-ordinated and duplication is minimised.
- an integrated approach to assessment includes a combination of:
 - Task skills - the requirement to perform individual tasks
 - Task management skills - the requirement to manage a number of different tasks within the job
 - Contingency management skills - the requirement to respond to irregularities and breakdowns in routine
 - Job/role environment skills - the requirement to deal with the responsibilities and expectation of the work environment including working with others.
- assessment conditions should be or simulate the contemporary, authentic workplace situation.
- assessment methods should gather appropriate evidence for the competency being assessed.
- assessment methods are equitable to all groups of participants.

When designing assessment materials, there should be a table of specifications made out for each unit of competence, identifying the possible forms of evidence which best suits each unit of competence. Units of competence may be combined for training and assessment purposes and advice on this is provided, where particularly relevant, within the standards. The table of specifications should identify which evidence would suit each unit of competence or part thereof:

Elements & Performance Criteria	Suitable Forms of Evidence
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ASSESSMENT AND EVIDENCE GATHERING METHODS

The following range of assessment and evidence gathering methods could be used to develop assessment materials for the Caravan Industry.

DEMONSTRATION / SIMULATION		
Candidates may be observed directly or by indirect means such as video.		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Practical Demonstration	Demonstrates capabilities via steps and/or processes to produce a product or a work sample.	Perform clerical procedures. Handle hazardous materials safely. Prepare and assemble recreational vehicle furniture.
Practical Experience	Participant fulfils certain criteria as called for in the Unit of competence. Demonstrates job specific skills.	Supervise staff performance and provide performance feedback. Recruit and select staff.
Practical Demonstration in simulated work condition.	Participant is required to fulfil certain criteria as called for in the unit of competence but in a simulated work condition.	Perform functional skills using equipment in a simulated environment.
Problem-Solving	Implement problem-solving techniques to analyse a product or process for errors or problems.	Identify why a bank reconciliation does not balance. Identify the disparity in stock take, report variance.

DOCUMENTATION FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Documents / Portfolios	Documentation of prior experience (RPL) or learning as it is taking place. Evidence must be authenticated by the assessor.	Documentation can include: <ul style="list-style-type: none"> • certificates • letters of reference • verbal referees • course information • log books or diaries • reports • newsletters • minutes • correspondence • financial records.

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Critical Incident	Identifies situations which need to be resolved and assessment is made on how skills could be used to overcome problems.	Solutions to: <ul style="list-style-type: none"> breakdown of machinery stock lines held up or out of stock project behind schedule due to staff absenteeism.
Journal	A journal of competence development and skills acquired.	Journal recordings reflect skills as they are accomplished.

VISUAL FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Oral Presentation	Demonstration of capabilities in a given topic. Time is given for research. The participant presents arguments or evidence to the assessor.	Preparation and presentation of a sales presentation is used to assess self-confidence and verbal communication skills.
Presentation to Assessor and/or Audience	Demonstration of capabilities in a given topic. Time is given for research. The participant presents arguments or evidence to the assessor in the presence of a group, such as a meeting etc.	Meetings, presentations etc.

AUDIO VISUAL FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Interview	Demonstration of capabilities in an interview situation, this may be conducted as a one-to-one or in a panel situation. This type of interview is normally highly structured and uses a range of questioning techniques.	Allows interaction: with open, closed, hypothetical questioning techniques. Interview may be used to gather information on participant processes or skills.
Video	Demonstration of job specific skills in a video format. The video performance is analysed by the assessor.	Meetings, recording for assessment, due to absence of assessor.
Visual / Oral Slide / Tapes	Presentation of photographs and audio tapes.	Skills performed on equipment which is generally inaccessible.

PROJECT FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Case Study	Response to a situation which is presented by the assessor. Used to ascertain the participant's problem- solving techniques, background knowledge.	Problem-solving techniques. Case study on handling customer complaints. Case study on interpersonal issues and staff grievances.
Project	Demonstration of skills in the production of a project assignment.	Prepare a Business Plan with two- year cash flow projections and- budgets.

GROUP FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Group Project	A group demonstration. The result product or work sample should be the product of the contributions of all the members of the group.	Plan a special event. Prepare a work plan. Assessor can observe interaction, leadership, planning capabilities of each candidate.
Group Discussions	Participants may select or be assigned a topic for discussion. The topic should require analysis and problem-solving.	Assessor may observe participant in a group situation, identifying leadership skills and interpersonal interaction.
All round Assessment 360 degrees	Participant and the assessor plan how to call for feedback on the capabilities and competencies of participant - from peers, supervisors and people who may be supervised by the participant.	Questionnaire relating to duties. Meetings with supervisors and subordinates. Peer comments in a logbook. This type of assessment works well in conjunction with self-assessment. All participants should be fully briefed on the competencies which are being assessed.

GUIDELINES FOR CONDUCTING ASSESSMENTS

PRINCIPLES FOR CONDUCTING ASSESSMENTS

Qualified assessors will have achieved competence in the National Workplace Assessment Competency Standards, or equivalent. The Caravan Industry must assume that qualified assessors understand the process for conducting assessments as detailed in those standards.

Assessment should be based on the following principles:

- **assessors must ensure that the assessment is consistent with the principles of validity, equity, authenticity and sufficiency**
- **the person to be assessed must understand:**
 - what is to be assessed
 - how it is to be assessed
 - where and when the assessment is to occur
- **the person being assessed must be aware of:**
 - their options for re-assessment
 - the assessment appeals process
- **assessors must provide feedback to the person being assessed, identify any missing evidence of competence and provide advice on how to overcome the skills gap**
- **assessors must record the outcome of the assessment:**
 - on a document for the person being assessed *...and*
 - on the Registered Training Organisation's documentation.

SIX STAGE ASSESSMENT MODEL

This is a six stage model which can act as a guide to conducting assessments in the Caravan Industry. These stages apply to all assessments - whether an on-the-job or in a closely-simulated situation. Each stage contains steps and guidelines which underpin the successful completion of each stage. These are:

Stage 1: Plan the Assessment

- establish the assessment criteria from the Caravan competency standards
- develop an assessment specification sheet:
 - organise the elements and competency standards in a table
 - work out whether you need to assess the process or the product
 - determine the forms of evidence that need to be collected
 - ensure evidence is sufficient, valid and reliable.
- identify underpinning knowledge and any critical elements such as safety
- develop the assessment tools eg. observation guides, interview questions, tests.
- ensure the assessment logistics are appropriate:
 - joint assessments utilise industry professionals of appropriate standing and they are adequately briefed on what assessment is
 - group assessments are carried out with appropriate arrangements in place ie. the period of assessment is adequate to make a valid judgement and the group size is not too large.

Stage 2: Prepare the Participant

- explain the purpose, criteria and methods of collecting evidence for the assessment to the participant well before the assessment
- negotiate collection of evidence with the participant
- determine with the participant whether any reasonable adjustments are necessary
- explain the purpose, criteria and methods for the assessment
- seek feedback regarding the participant's understanding of the assessment procedure
- use appropriate communication skills when preparing the participant.

Stage 3: Carry Out the Assessment

- use a fair, appropriate, non-threatening assessment environment
- conduct the assessment (ensuring validity, reliability, fairness, flexibility, and other principles)
- ask questions where appropriate to gauge the participant's understanding of the tasks they are performing
- use appropriate communication skills throughout the assessment
- take notes
- compare performance to the elements of the unit/s of competency.

Stage 4: Provide Feedback and Advise the Result

- take time to review the outcome of the assessment and make judgement.
- make a decision based on the evidence
- use an appropriate location for providing feedback to the participant
- have the participant self-assess their performance using open questioning techniques
- add any feedback necessary
- ask the participant to summarise the outcome and major aspects of the feedback.

Stage 5: Record and Report the Result

- encourage the participant to complete a participant feedback sheet
- record the assessment result and provide a copy to the participant
- keep your own records and forward copies where this is required
- file the assessment notes and result for future reference
- advise any other stakeholders as required.

Stage 6: Review the Assessment

- reflect on the process. In particular reflect on the presence of the assessment principles, the appropriateness of the assessment methods, the appropriateness of the assessment surroundings
- refine the assessment activity and tools for use at a later time.

LIST OF ASSESSMENT RESOURCES

Some of the following resources, such as the ACCESS resources, relate more specifically to the Hospitality Industry but would be useful for Caravan assessments.

ATP (1994) *Assessor Training Program* - Learning materials. Australian Training Products: Frankston.

Assessment Centre for Vocational Education (1994) *Costing Training and Assessment - Issues Paper* ACVE: St Leonards, NSW

National Assessors and Workplace Trainers Body *Competency Standards for Assessment*. A&WT CSB: Sydney.

Block, B. and Thomson, P. (1994) *Working Towards Best Practice in Assessment*. NCVET. Adelaide.

Construction Training Australia (1995) *Report of the Joint ITAB Project on Industry Skills Recognition*. CTA: Melbourne.

Field, L (1995) *Managing Organisational Learning*. Longman. Melbourne.

Foyster, J. (1990) *Getting to Grips with Competency Based Training and Assessment*. TAFE National Centre for Research and Development LTD. Adelaide.

Hagar, P., Athanasou, J. and Gonzi, A. (1994) *Assessor Technical Manual*. AGPS. Canberra.

Harris, Guthrie, Hobart and Lundberg. (1995) *Competency Based Education and Training: Between a Rock and a Whirlpool*. Macmillan Education. Sydney.

InfoChannel Australia (1997). *Assessing Competence on and off the Job*. Tasmania

National ACCESS Scheme. (1998) *Procedures Manual for ACCESS Representatives*. Tourism Australia. Sydney.

National ACCESS Scheme. (1996) *Conducting Assessments*. audio-visual Tourism Training Australia. Sydney

National Office Skills Formation Advisory Body. (1993) *Record Book - Assessing Clerical Skills in the Workplace*. NOSFAB. Melbourne.

National Staff Development Committee 1995 *Management Enhancement Team Approach (META) for VET Organisations*, National Staff Development Committee, Australian National Training Authority, Melbourne

Rumsey, D. (1994) *Assessment Practical Guide*. AGPS. Canberra.

Rutherford, P. (1995) *Competency Based Assessment: A Guide to Implementation*. Pitman Publishing. Sydney.

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Toop, L., Gibb, J. and Worsnop, P. (1994) *Assessment System Design* AGPS. Canberra

Worsnop, P. (1993) *Competency Based Training - How to Do It for Trainers*. VEETAC CBT Working Party. Canberra.

Assessment Materials, containing specific advice and sample assessment tools, have been developed for a range of general Units of Competence, including:

General Leadership
Customer Service and Sales and Marketing
Training
General Administration
Financial Administration

THE TOURISM TRAINING NETWORK

- The National Office: Tourism Training Australia**
Level 4, 64 Clarence Street
GPO Box 2493
SYDNEY NSW 2001
Ph: (02) 9290 1055
Fx: (02) 9290 1001
- South Australia: Tourism Training South Australia**
1st Floor, 27 Gresham Street
PO Box 8071 Station Arcade
ADELAIDE SA 5000
Ph: (08) 8212 0244
Fx: (08) 8212 0230
- Queensland: Tourism Training Queensland**
8th Floor, Primary Products House
183 North Quay
PO Box 98 Roma Street
BRISBANE QLD 4003
Ph: (07) 3236 1990
Fx: (07) 3236 1810
- A.C.T: Tourism Training ACT & Region**
Downer Training Centre
Bradfield Street
DOWNER ACT 2602
GPO BOX 2092
CANBERRA CITY ACT 2601
Ph: (02) 6241 6777
Fx: (02) 6241 4392
- Tasmania: Tourism Training Tasmania**
Hospitality House
176 New Town Road
NEW TOWN TAS 7008
Ph: (03) 6278 2699
Fx: (03) 6278 2261
- New South Wales: Tourism Training NSW**
Level 6, 1 Chandos Street
ST LEONARDS NSW 2065
Ph: (02) 9439 3299
Fx: (02) 9439 3438

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Victoria: **Tourism Training Victoria**
7th Floor
189 Flinders Lane
MELBOURNE VIC 3000
Ph: (03) 9654 5864
Fx: (03) 9650 5761

Northern Territory: **Tourism Training NT**
GPO Box 359
DARWIN NT 0801
2ND Floor, Smith Street Mall
DARWIN NT 0800
Ph: (08) 8941 1355
Fx: (08) 8941 1917

Western Australia: **WA Hospitality & Tourism Industry Training Council** Suite 33,
Lincoln House

4 Ventnor Avenue
WEST PERTH WA 6005
PO BOX 1794
WEST PERTH WA 6872
Ph: (08) 9322 9922
Fx: (08) 9322 9933

NATIONAL, STATE & TERRITORY RECOGNITION AUTHORITIES

National: Australian National Training Authority (ANTA)

AMP Place, 10 Eagle St.
BRISBANE QLD 4001
Ph: (07) 3246 2300
Fax: (07) 3246 2490

Victoria: Office of Further and Technical Education (OTFE)

Level 3
2 Treasury Place
EAST MELBOURNE VIC 3005
Ph: (03) 9637 2000
Fax: (03) 9637 2470

New South Wales: Dept. Technical Education Co-ordination (DTEC)

Fourth floor, 1 Oxford St.
DARLINGHURST NSW 2010
Mail: Locked Bag 53, DARLINGHURST NSW 2010
Ph: (02) 9266 8130
9266 8111
Fx: (02) 9266 8053

Queensland: Dept. Employment, Training & Industry Relations (DETIR)

30 Mary Street
BRISBANE QLD 4001
Mail: Locked Bag 527 GPO, BRISBANE 4001
Ph: (07) 3247 5037
Fx: (07) 3247 0356

**South Australia: Dept. Employment, Training and Further Education SA
(DETAFE SA)**

31 Flinders Street
ADELAIDE SA 5000
Mail: GPO Box 2352, ADELAIDE SA 5001
Ph: (08) 8226 3490
Fx: (08) 8226 0816

Western Australia: WA Dept of Training

151 Royal St.
EAST PERTH WA 6004
Ph: (08) 9235 6222
Fx: (08) 9235 6224

User Guide

Tasmania: Industrial Commission
GPO Box 1108L
HOBART TAS 7001
Ph: (03) 6233 7808
Fx: (03) 6231 1152

Tasmania: Department of Vocational Education and Training
GPO Box 169B
HOBART TAS 7001
Ph: (03) 6233 4600
Fx: (03) 6233 4592

Northern Territory: NT Employment and Training Authority (NTETA)
GPO Box 2925
DARWIN NT 0801
Ph: (08) 8999 4222
Fx: (08) 8999 4223

A.C.T: Office of Training and Adult Education
PO Box 985
CIVIC SQUARE ACT 2608
Ph: (02) 6205 7777
Fx: (02) 6205 7045

TRAINING AND LEARNING RESOURCES

Australian Training Products Ltd
Level 5, 321 Exhibition St
MELBOURNE VIC 3001
Ph: (03) 9630 9836 (03) 9630 9837
Fx: (03) 9639 4684

COMPETENCY STANDARDS

National Assessors and Workplace Trainers Body
Competency Standards Body - Assessors and Workplace Trainers
8 Soudan Lane
PADDINGTON NSW 2021
Ph: (02) 9360 7322
Fx: (02) 9360 5688