



**CARAVAN INDUSTRY
TRAINING
PACKAGE
THC99**

Competency Standards



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

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CARAVAN INDUSTRY TRAINING PACKAGE: COMPETENCY STANDARDS

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
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Tourism

Parks, Grounds and Maintenance

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QUALITY ASSURANCE

METALS AND ENGINEERING

GENERAL ADMINISTRATION

FINANCIAL ADMINISTRATION

COMPUTER TECHNOLOGY

MERCHANDISE SALES

TRAINING AND ASSESSMENT

MARKETING AND BUSINESS RELATIONS

LEADERSHIP

COMPETENCY STANDARDS

BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the caravan Industry, thereby providing for the first-time, competency standards and qualifications for this sector of the tourism industry.

The process of development has involved extensive research and consultation with the caravan industry and relevant parties throughout Australia. Caravan industry operators, Caravan Industry Australia, the Tourism Training Network, and ANTA were represented on the National Industry Reference Group and involved in the consultations.

Tourism Training Australia would like to acknowledge the valuable contribution of all those who have assisted with the entire Caravan Industry Training Package project.

Competency Standards

INTRODUCTION TO THE COMPETENCY STANDARDS

Newly developed competency standards cover the following occupational streams:

- Recreational Vehicle Manufacturing
- Recreational Vehicle Servicing
- Recreational Vehicle and Accessories Retailing
- Caravan Park Operations.

The Standards are organised into the following categories:

- Caravan Core
- Customer Service and Administration
- Marketing and Product Development
- Parks and Grounds Maintenance, and
- General Units (covering):
 - Hygiene, Health, Safety and Security
 - General Administration
 - Financial Administration
 - Computer Technology
 - Merchandise Sales
 - Training
 - Marketing and Business Relations
 - Leadership.

KEY PRINCIPLES

The following principles underpin all the competency standards:

- Competency standards define the skills and knowledge required to work in the Caravan Industry. The standards provide a flexible framework which can be used by all caravan enterprises, regardless of location or business size.
- To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.
- There is recognition of the need to balance the commercial viability of caravan operations with culturally and environmentally appropriate practices.

COMPETENCY STANDARDS

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the caravan (and general tourism) industry.

USES OF COMPETENCY STANDARDS

Competency Standards ensure that all training and assessment meet the real needs of industry. However, they can also be used for much more than this; they can form the basis for a complete and integrated human resource system.

The standards can be used for:

- compiling job descriptions and organising work structures
- recruitment
- determining training needs
- developing training and training resources/materials
- conducting appraisals and skills assessments
- establishing linkages between skills and industrial awards

DEVELOPMENT OF COMPETENCY STANDARDS

The Competency Standards were developed by the industry through a process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia-wide using the Caravan Industry and Tourism Training State/Territory networks. It involved circulation of standards, with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the general Tourism Industry have existed for many years. The development of the competency standards under the Caravan Industry Training Package, has brought a major and hitherto overlooked sector, fully into the industry.

Competency Standards

FORMAT OF COMPETENCY STANDARDS

UNIT CODE: THHCOR3A

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

Unit Descriptor This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Element	Performance Criteria
1. Follow workplace procedures on health, safety and security	<ul style="list-style-type: none"> ▪ Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. ▪ Breaches of health, safety and security procedures are identified and promptly reported.....
2. deal with emergency situations	<ul style="list-style-type: none"> ▪ Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. ▪ Emergency procedures are correctly followed in accordance with enterprise procedures.....
3. Maintain safe personal presentation standards	<ul style="list-style-type: none"> ▪ Personal presentation takes account of the workplace environment and hygiene and safety issues including: <ul style="list-style-type: none"> ▪ Appropriate personal grooming and hygiene ▪ Appropriate clothing and footwear ▪ Issues requiring attention are promptly identified ▪ Issues are raised with the designated person in accordance with enterprise and legislative requirements
3. Provide feedback on health, safety and security	

Range of Variables

- This unit applies to all hospitality and tourism sectors:
- Health, Safety and Security procedures may include but are not limited to procedures for:
 - Fire prevention
 - Evacuation procedures
 - Safe sitting, lifting and handling

Evidence Guide

Underpinning Skills and Knowledge

- To demonstrate competence, evidence of skills and knowledge in the following is required:
- Industry / sector insurance and liability requirements....

Context of Assessment

- This unit may be assessed on or off the job. Assessment should include.....

Critical Aspects of Assessment

- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the.....

Linkages to Other Units

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Unit Code - Each unit has been allocated an individual code.

Unit Title - Statement of what you do in the workplace

Unit Descriptor
Provides additional general information about the unit

Elements
The building blocks which make up the unit

Performance Criteria
The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
Provides guidelines on different situations and contexts

Evidence Guide
Shows the underpinning knowledge and skills needed for this unit
Provides guidelines for assessment

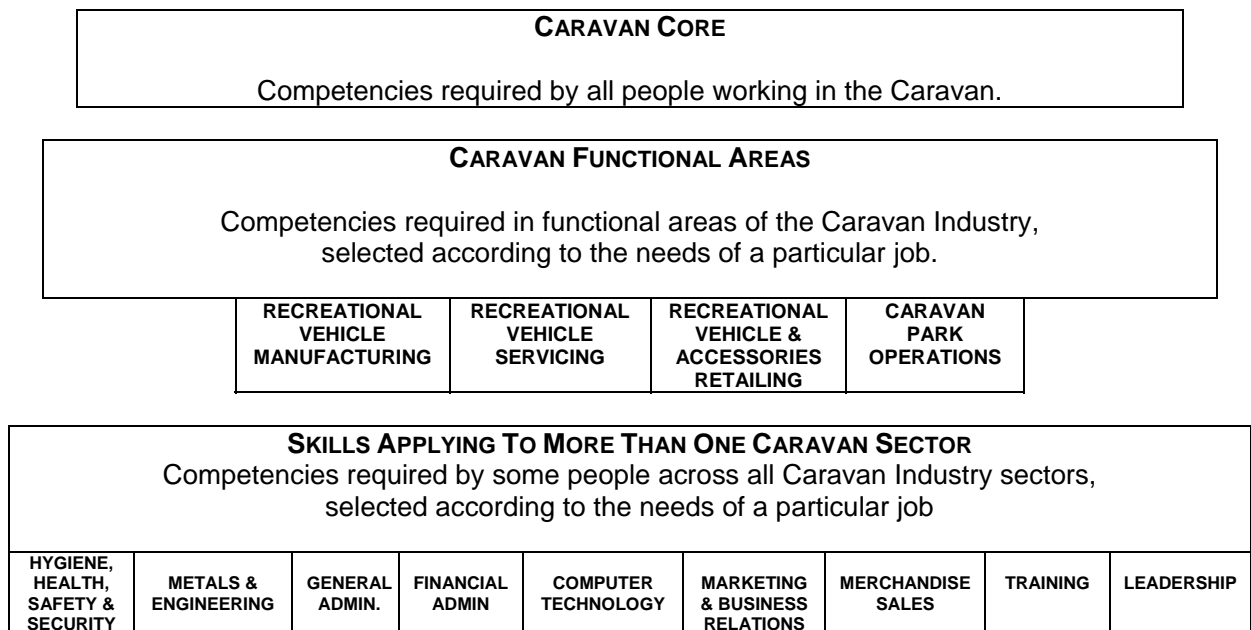
THE CARAVAN STANDARDS

The standards describe the skills and knowledge needed to work throughout the entire caravan industry. Individual units are combined to create a package of skills which suit the needs of the particular work situation.

The standards have been specially developed and/or selected to meet the needs of the caravan industry. Some standards, such as those concerning horticulture, have been imported from other industries, whilst others, such as those dealing with customer service or leadership, apply to more than one tourism industry area. These can be customised for training and assessment, but will enable portability to other industry areas and flexible career paths.

ORGANISATION OF STANDARDS

The following diagram shows how the Caravan Industry standards are organised.



CODING OF STANDARDS

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

- a national identifier for those Caravan units developed as part of the Caravan Industry Training Package “THC”. Note, however, that those units common to tourism and hospitality use the national identifiers “THH” and “THT”. Units imported from other industries use the national identifier codes of the parent industries: “RUH” (some units in Rural Horticulture), “WRR” (units from the National Wholesale, Retail and Personal Services Industry).
- a common core unit identifier for Caravans “COR”.

Competency Standards

- a stream/functional/field area identifier. For example: MAN – Recreational Vehicle Manufacturing; SER - Recreational Vehicle Servicing; PAR – Caravan Park Operations.
- a general unit identifier “G”, for example, GHS – General Health and Safety.
- a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is “A”. As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

USING THE STANDARDS

Here are a few points to help you use the standards:-

- The standards are statements about what people need to be **able to do** in the workplace - **they are not designed to cover the details of training which may be needed for people to acquire the skills.**
- The standards are written to be general enough to apply to the full range of situations in the Caravan industry. Therefore you will see statements like ‘in accordance with enterprise procedure’ or ‘as appropriate to the work situation’. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business enterprises.**
- The standards must allow for flexible tailoring and targeting of training and assessment.
- When using the standards, take advantage of all the information provided. The Range of Variables and Evidence Guides provide essential information to enable you to achieve the standards.
- While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. Achievement of National Tourism Industry Qualifications requires certain combinations of units, however, you may mix and match the standards to meet other needs.

You will find further information and guidance on using competency standards and other components of the Tourism Training Package, in the “USER GUIDE” produced by Tourism Training Australia. Contact your local Tourism Training office for details.