



**Australian Government**

# **SIT20216 Certificate II in Holiday Parks and Resorts**

**Release 1**

## SIT20216 Certificate II in Holiday Parks and Resorts

### Modification History

Not applicable.

### Qualification Description

This qualification reflects the role of individuals who have a defined and limited range of operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in a holiday park and resort office, housekeeping, grounds maintenance, or across different operational areas.

Possible job titles include:

- housekeeping assistant
- junior handyperson
- office assistant.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

### Entry Requirements

There are no entry requirements for this qualification.

## Packaging Rules

11 units must be completed:

- 4 core units
- 7 elective units, consisting of:
  - 4 units from the list below
  - 3 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

### Core units

BSBWOR202	Organise and complete daily work activities
SITTIND002	Source and use information on the holiday park and resort industry
SITXCCS003	Interact with customers
SITXWHS001	Participate in safe work practices

### Elective units

#### Accommodation Services – Front Office, Housekeeping

CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors
CPPCLO2009A	Clean glass surfaces
CPPCLO2010A	Clean ceiling surfaces and fittings
CPPCLO2017A	Clean wet areas
CPPCLO2019A	Sort and remove waste and recyclable materials
CPPCLO2035A	Maintain cleaning storage areas
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITTTSL001	Operate online information systems
SITTTSL002	Access and interpret product information

SITTTSL009 Process travel-related documentation

### **Building and Grounds Maintenance**

MEM18001C Use hand tools

MEM18002B Use power tools/hand held operations

RIISAM204D Operate small plant and equipment

SIFCBGM001 Provide general grounds care

SIFCBGM002 Maintain property and structures

SISCAQU001 Test pool water quality

### **Client and Customer Service, and Sales**

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

SITXCCS001 Provide customer information and assistance

SITXCCS002 Provide visitor information

### **Communication and Teamwork**

BSBCMM201 Communicate in the workplace

BSBWOR203 Work effectively with others

SITXCOM001 Source and present information

SITXCOM002 Show social and cultural sensitivity

### **Computer Operations and ICT Management**

BSBITU201 Produce simple word processed documents

BSBITU202 Create and use spreadsheets

### **Environmental Sustainability**

BSBSUS201 Participate in environmentally sustainable work practices

### **Finance**

SITXFIN001 Process financial transactions

**First Aid**

HLTAID003 Provide first aid

**Food and Beverage, Food Safety**

SITHFAB004 Prepare and serve non-alcoholic beverages

SITHFAB005 Prepare and serve espresso coffee

SITXFSA001 Use hygienic practices for food safety

**Inventory**

SITXINV001 Receive and store stock

**Qualification Mapping Information**

SIT20512 Certificate II in Holiday Parks and Resorts

**Links**

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>