



Australian Government

SIT40316 Certificate IV in Holiday Parks and Resorts

Release 1

SIT40316 Certificate IV in Holiday Parks and Resorts

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of skilled operators who use a broad range of skills and sound knowledge of industry operations to plan, monitor and evaluate the work of team members. They operate independently or with limited guidance from others, and use discretion to solve non-routine problems.

This qualification provides a pathway to work as a supervisor in holiday parks and resorts. They may be a specialist in front office, housekeeping or grounds maintenance, or be multi-skilled across different operational areas.

Possible job titles include:

- assistant manager
- front office supervisor
- grounds and maintenance supervisor
- operations supervisor.

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

Entry Requirements

Entry to this qualification is open to individuals who are able to demonstrate holiday parks and resorts industry knowledge, customer service and operational skills. The individual must: EITHER

Be formally assessed through a training program or recognition process against one of the unit clusters below.

OR

Have relevant holiday parks and resorts industry experience. Work must involve the application of skills and knowledge described in one of the unit clusters.

The unit clusters for different pathways are:

Front office pathway

- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR202 Organise and complete daily work activities
- SITHACS008 Provide accommodation reception services
- SITTIND002 Source and use information on the holiday park and resort industry
- SITTTSL007 Process reservations
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS002 Identify hazards, assess and control safety risks

Grounds maintenance pathway

- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR202 Organise and complete daily work activities
- RIISAM204D Operate small plant and equipment
- SIFCBGM001 Provide general grounds care
- SIFCBGM002 Maintain property and structures
- SITTIND002 Source and use information on the holiday park and resort industry
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS002 Identify hazards, assess and control safety risks

Housekeeping pathway

- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR202 Organise and complete daily work activities
- SITHACS001 Clean premises and equipment
- SITHACS002 Provide housekeeping services to guests
- SITHACS003 Prepare rooms for guests
- SITTIND002 Source and use information on the holiday park and resort industry
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS002 Identify hazards, assess and control safety risks

Packaging Rules

10 units must be completed:

- 6 core units
- 4 elective units, consisting of:
 - 2 units from the list below
 - 2 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

SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXHRM001	Coach others in job skills
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices

Elective units

Accommodation Services - Front Office

SITTTSL005	Sell tourism products and services
SITTTSL006	Prepare quotations
SITTTSL009	Process travel-related documentation
SITTTSL010	Use a computerised reservations or operations system

Building and Grounds Maintenance, and Facility Operations

SIFCBGM007	Evaluate building and grounds maintenance and development needs
SIFCBGM008	Coordinate building and grounds maintenance and development
SISCAQU001	Test pool water quality

SISCAQU003	Maintain aquatic facility plant and equipment
SISCAQU004	Develop and implement pool water maintenance procedures
SISCAQU014	Operate self-contained breathing apparatus in an aquatic facility
SITTVAF004	Tow and site recreational vehicles
SITTVAF005	Fill LPG gas cylinders
TLIB2003	Carry out vehicle servicing and maintenance

Client and Customer Service, and Crisis Management

SITXCCS004	Provide lost and found services
SITXCCS007	Enhance customer service experiences
SITXCRI001	Respond to a customer in crisis

Communication and Teamwork

BSBCMM401	Make a presentation
BSBWRT401	Write complex documents
SITXCOM004	Address protocol requirements

Computer Operations and ICT Management

BSBITU301	Create and use databases
BSBITU302	Create electronic presentations
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets

E-Business

SITXEBS001	Use social media in a business
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Environmental Sustainability

BSBSUS401	Implement and monitor environmentally sustainable work practices
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Finance

BSBFIA401	Prepare financial reports
SITXFIN001	Process financial transactions
SITXFIN003	Manage finances within a budget

First Aid

HLTAID003	Provide first aid
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Human Resource Management

SITXHRM002	Roster staff
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Inventory

SITXINV003	Purchase goods
SITXINV004	Control stock

Marketing and Public Relations

BSBMKG412	Conduct e-marketing communications
SITXMPR001	Coordinate production of brochures and marketing materials
SITXMPR004	Coordinate marketing activities

Planning and Product Development

SITTPPD004	Develop in-house recreational activities
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Qualification Mapping Information

SIT40812 Certificate IV in Holiday Parks and Resorts

Links

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