



**Australian Government**

# **Assessment Requirements for SITIND004 Source and use information on the holiday park and resort industry**

**Release: 1**

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## **Modification History**

Not applicable.

## **Performance Evidence**

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- source and document current industry information on the holiday park and resort industry using at least three information sources listed in the knowledge evidence
- interpret information on the following and share with colleagues on at least one occasion to improve knowledge of the holiday park and resort industry:
  - current and emerging products and services
  - current issues
  - career opportunities
  - relationships between other related industries
  - compliance issues and quality assurance
  - new products, technology, techniques and services
  - work ethic required to work in the industry
- identify ways to integrate current holiday park and resort industry information into daily work activities on at least one occasion in a way which:
  - enhances the quality of work performance
  - ensures ethical practice within the holiday park and resorts industry.

## **Knowledge Evidence**

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information on the holiday parks and resorts industry:
  - industry associations
  - government and regulatory bodies
  - industry publications
  - colleagues
  - suppliers
  - plain English documents, issued by government regulators, that describe laws relevant to the holiday parks and resorts sector
  - regional, state and national tourism offices
- structure, functions, key characteristics and interrelationships of:

- holiday parks and resorts:
  - types of accommodation
  - factors which contribute to the development of successful parks
  - holiday park and resort industry trends
- manufacturing:
  - main manufacturers of recreational vehicles (RV)
  - types of recreational vehicles made in Australia and their key characteristics
  - current and emerging trends in RV products
- servicing:
  - key providers of specialised RV servicing
  - types of services offered
  - links with manufacturers, retailers and holiday parks and resorts
- retailing:
  - RV retailers in Australia and the local area
  - types of after sales services offered
- basic understanding of rental system, including residential tenancy legislation:
  - organisational policies and procedures applicable to managing and maintaining tenancy agreements and services
  - legislative requirements applicable to managing and maintaining tenancy agreements and services
  - rights and responsibilities of the resident and organisation
  - organisational policies and procedures for complaints
  - tribunal processes and resident right of appeal
  - difference between, and reasons for, termination and eviction
- roles and general responsibilities for different jobs in holiday parks and resorts
- general nature of and links of holiday parks and resorts sector to the wider tourism and travel industry
- primary functions of:
  - major industry associations
  - trade unions
  - local, regional, state and national tourism information service and marketing organisations
- basic aspects of holiday park and resort industry quality assurance processes:
  - accreditation schemes
  - codes of conduct or ethics
  - industry rating schemes
  - occupational licensing
- basic aspects of state, territory and local council laws and actions that must be adhered to by holiday park and resort operators:

- local community protection, land ownership, management and access requirements that must be met by holiday park operators when delivering services and requirements to maintain the lifestyle of neighbouring residents
- consumer protection requirements that must be met by holiday parks
- terms and conditions of quotations, cancellation fees and refunds
- equal employment opportunity (EEO) law including rights of employees and responsibilities of employers to make merit based employment decisions
- current and emerging technologies that impact on holiday parks and resorts:
  - cyber-security
  - e-business
  - social media.

## Assessment Conditions

Skills must be demonstrated in an operational holiday park or resort environment. This can be:

- an industry workplace; or
- a simulated industry environment or activity set up for the purposes of assessment.

Assessment must ensure access to:

- computers, printers, communication technology, information programs to source industry information
- plain English documents issued by government regulators that describe laws:
  - local community protection
  - consumer protection
  - EEO
  - residential tenancy legislation
- industry personnel, colleagues and suppliers with whom the individual can interact to obtain current industry information. These can be:
  - industry personnel, colleagues and suppliers within a workplace; or
  - individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>