



Australian Government

Department of Education, Employment and Workplace Relations

SIT50409 Diploma of Holiday Parks and Resorts

Revision Number: 1

SIT50409 Diploma of Holiday Parks and Resorts

Modification History

Not applicable.

Description

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a broad range of managerial skills underpinned by a range of operational competencies chosen as electives.

The qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of their team or themselves.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work as a senior departmental manager, manager or owner-operator of a business. Some managers at this level will specialise in certain fields such as operations or marketing and product development roles.

Possible job titles include:

- Park manager
- Operations manager
- Manager
- Small business owner-operator small business

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT50409 Diploma of Holiday Parks and Resorts

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem-solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.

Employability Skill	Industry/enterprise requirements for this qualification include:
Self-management	Understanding the legal and compliance framework that affects those working in the industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of industry trends and practices; being aware of industry professional development opportunities; supporting team members to learn.
Technology	Assessing, selecting and applying technologies to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support operations; supporting skill development required by new technologies.

Due to the high proportion of electives required by this qualification, the industry requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Diploma of Holiday Parks and Resorts, 29 units must be completed:

- all 18 core units

plus

- 11 elective units:
 - a minimum of 5 elective units must be selected from the general elective units listed below
 - a maximum of 6 elective units may be selected from this or another endorsed Training Package or accredited course
 - a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

In all cases electives must be relevant to the job outcome, local industry requirements and the qualification level.

CORE UNITS

SITXADM003A	Write business documents
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXENV003A	Develop workplace policy and procedures for sustainability
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXCCS003A	Manage quality customer service
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT005A	Manage business risk
SITXMGT006A	Establish and conduct business relationships
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
	Plus
SITHIND001B	Develop and update hospitality industry knowledge
	Or
SITTIND001B	Develop and update tourism industry knowledge
	Or

SITTIND202B	Develop and update caravan industry knowledge
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ELECTIVE UNITS**Accommodation Services**

SITHACS001B	Provide accommodation reception services (2 prerequisites)
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SITHACS004B	Provide housekeeping services to guests
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SITHACS005B	Prepare rooms for guests (2 prerequisites)
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SITHACS006B	Clean premises and equipment
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Administration

BSBRES401A	Analyse and present research information
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SITXADM002A	Source and present information
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SITXADM004A	Plan and manage meetings
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Building and Grounds Maintenance

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
SRCAQU001B	Monitor pool water quality

Communication and Teamwork

SITXCOM005A	Make presentations
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Computer Operations and ICT Management

BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU309A	Produce desktop published documents
BSBITU402A	Develop and use complex spreadsheets
CUFDIG303A	Produce and prepare photo images

SITXICT001A	Build and launch a website for a small business
E-Business	
BSBEBU401A	Review and maintain a website
BSBMKG412A	Conduct e-marketing communications
BSBMKG510A	Plan e-marketing communications
Finance	
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
BSBFIM502A	Manage payroll
SITXFIN002A	Maintain financial records
SITXFIN006A	Obtain and manage sponsorship
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Franchising	
BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B	Manage relationship with franchisor
BSBFRA502B	Manage a franchise operation

Holiday Parks and Resorts

SITTHPR302B	Plan and organise in-house recreational activities
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Human Resource Management

SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
SITXHRM008A	Manage workplace relations
SITXHRM009A	Provide mentoring support to business colleagues

Inventory

SITXINV002A	Control and order stock
SITXINV003A	Manage and purchase stock

Languages other than English

SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Management and Leadership

SITXMGT003A	Manage projects
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk

Marketing and Public Relations

BSBMKG401B	Profile the market
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
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Planning and Product Development

SITTPPD001B	Research, assess and develop tourism products
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities
SITTPPD006B	Plan and develop ecologically sustainable tourism operations
SITTPPD007A	Plan and develop culturally appropriate tourism operations
SITTPPD008A	Develop host community awareness of tourism
SITTPPD009A	Assess tourism opportunities for local communities
SITTPPD010A	Develop and implement local or regional tourism plan

Tour Operations

SITTTOP001A	Allocate tour resources
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP004B	Set up and operate a camp site
SITTTOP005A	Provide camp site catering
SITTTOP006B	Operate tours in a remote area
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system

Management

BSBFIA401A	Prepare financial reports
SITXADM004A	Plan and manage meetings
SITXCOM005A	Make presentations
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
SITXINV003A	Manage and purchase stock
SITXMGT003A	Manage projects
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk

Marketing and Product Development

SITTPPD001B	Research, assess and develop tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD006B	Plan and develop ecologically sustainable tourism operations
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies

Front Office

BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBFIA303A	Process accounts payable and receivable
HLTFA301B	Apply first aid
SITHACS001B	Provide accommodation reception services
SITTHPR303A	Tow and site a recreational vehicle safely
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation

SITTTSL010B	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
SITXCCS002A	Provide quality customer service
SITXFIN002A	Maintain financial records
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
UEGNSG604A	Fill gas cylinders

Housekeeping

HLTFA301B	Apply first aid
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITXADM001A	Perform office procedures
SITXCCS001B	Provide visitor information
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXOHS002A	Follow workplace hygiene procedures
PUAWER004B	Respond to workplace emergencies
UEGNSG604A	Fill gas cylinders

Grounds Maintenance

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems

RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
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RTF3036A	Plan and establish plant displays
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SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
SITTHPR303A	Tow and site a recreational vehicle safely
SRCAQU001B	Monitor pool water quality
TLIB307C	Carry out vehicle servicing and maintenance

Users may select electives from any of the three areas and other training packages to create a multi-skilled outcome.