



Australian Government

Department of Education, Employment and Workplace Relations

SITTHPR302B Plan and organise in-house recreational activities

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise in-house recreational activities for customers in enterprises such as a resorts, holiday parks, cruise ships or attractions.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Application of the Unit

Application of the unit

This unit applies to individuals who plan, organise and monitor in-house recreational activities. This may include activities officers, senior operational personnel or managers. The unit covers both indoor and outdoor recreational activities for both adults and children, but does not include tours or other external activities and events. These skills and knowledge are covered in specialist units of competence for Tour Operations, Guiding and Events.

The unit also does not include the actual supervision of activities, which should be undertaken by suitably qualified or licensed personnel.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan in-house recreational activities.	<p>1.1 Identify requirements for <i>recreational activities</i> and examine options according to customer interest, availability of in-house and local facilities and resources, and the focus of the enterprise.</p> <p>1.2 Identify any <i>regulatory or licensing requirements</i> that apply to specific activities and equipment.</p> <p>1.3 Cost activities to ensure cost effectiveness and identify sources of funding including any customer charges to ensure maximum profitability.</p> <p>1.4 Identify and organise <i>personnel</i> requirements for setting up and running specific activities.</p> <p>1.5 Identify required <i>resources</i> and arrange for their</p>

ELEMENT**PERFORMANCE CRITERIA**

- availability and delivery within planned timeframes.
- 1.6 Prior to use, ensure that checks on all equipment are carried out, and check supplies for correct quantity and quality.
 - 1.7 Identify any *potential hazards or safety issues for specific activities* and establish a risk management approach.
 - 1.8 Identify potential threats to successful undertaking of activities and establish contingency plans.
 - 1.9 Provide advice to customers and colleagues about activities available and organise booking or ticketing.
- 2 Implement recreational activities.
- 2.1 Set up activities, ensuring required resources, personnel and facilities are in place.
 - 2.2 Verify bookings and arrangements made internally or externally.
 - 2.3 Provide and or complete required *documentation* related to participation and where necessary, distribute copies to relevant others.
 - 2.4 Provide or arrange required instructions and training for specific activities.
 - 2.5 Arrange supervision of recreational activities as required.
 - 2.6 Advise customers politely about *acceptable behaviour in different environments and communities* prior to entering the area.
- 3 Monitor and review recreational activities.
- 3.1 Monitor activities to ensure relevance, suitability and safety for customers, staff and the enterprise.
 - 3.2 Obtain feedback from customers, operational staff and external operators, making any necessary changes or adjustments to activities.
 - 3.3 Complete any required documentation following activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to liaise with both customers and colleagues on practical and operational matters, and to provide information on the range of available activities to customers
- literacy skills to both interpret and develop activity documentation
- numeracy skills to estimate costs and maintain simple budgets
- planning, organisational and administrative skills to coordinate the complete process of organising a range of recreational activities
- problem solving skills to identify and respond to a range of familiar and unfamiliar organisational and operational challenges

The following knowledge must be assessed as part of this unit:

- range of available activities and requirements and conditions for their provision
- typical safety issues and hazards related to specific activities
- local area knowledge including activities, amenities, transport and other services available
- typical co-ordination and administration procedures and systems for the organisation of recreational activities in an in-house context
- risk management issues to be considered in planning and organising activities
- cross-cultural awareness and understanding of the social and cultural aspects of the local host community
- local customs and courtesies
- environmental impacts and minimal impact practices to be considered by customers when engaging in in-house recreational activities
- legislative and regulatory obligations for a range of different activities, including those relating to OHS, environmental and local council requirements.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to plan, organise and monitor a range of different activities which meet the requirements of target markets, enterprise policies and goals
- ability to work within available resources, budgets, regulatory requirements and other considerations
- consideration of and planning for potential risks and any safety issues
- identification and adherence to all regulatory requirements related to recreational activities, including OHS.

Context of and specific resources for assessment

Assessment must ensure:

- access to sites, facilities and resources required for a typical range of recreational activities.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of recreational activities programs developed and conducted by the candidate
- review of required documentation completed by the candidate
- written and oral questions related to the planning, administration, conduct and review of recreational activities, OHS issues, and regulatory requirements
- project to organise and conduct a recreational activities program for an enterprise
- review of portfolios of evidence and third-party workplace reports of the candidate's on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Guidance information for assessment

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Recreational activities may include:

- creative activities, e.g. art, dance, music, drama
- games
- sports, both team and individual
- health and fitness activities
- storytelling
- fishing
- orienteering
- treasure hunts

Regulatory or licensing requirements may include:

- qualifications and licences required for personnel monitoring or supervising certain activities
- permits and licences required for specific activities such as fishing and diving
- council or statutory permission for certain activities, use of facilities or venues
- OHS, public liability and duty of care requirements
- operation of equipment and vehicles
- legislative requirements regarding activities and where they may be undertaken such as using jet skis, speed boats, off road vehicles etc.

RANGE STATEMENT

Personnel may be internal or external and may include:

- staff to conduct, control, direct, supervise and operate
- specialists or experts
- tradespersons
- contractors.

Resources may be sourced from in-house or external providers and may include:

- essential materials and equipment
- amenities and structures
- furniture
- vehicles and transport
- food and beverage
- information sheets and timetables
- guidelines and regulations
- OHS instructions and checklists.

Potential hazards or safety issues for specific activities may include:

- inclement weather
- bushfires
- rough seas
- wild life
- illness or accidents
- strikes and transport failure
- faulty equipment
- unavailability of staff or key personnel.

Documentation may include:

- registration forms
- waiver and indemnity forms
- receipts and invoices
- contracts
- insurance coverage
- reports
- permits and licences
- flyers and marketing materials.

RANGE STATEMENT

Acceptable behaviour in different environments and communities may involve:

- briefing customers on ways to ensure minimal negative impacts on the environment
- providing advice on minimal impact practices that relate to such things as:
 - use of tracks
 - noise
 - souveniring
 - interaction with wildlife
- briefing customers on local customs and courtesies
- briefing customers on ways to communicate with and avoid insult to local communities.

Unit Sector(s)

Sector

Tourism

Competency field

Competency field

Holiday Parks and Resorts