



**Australian Government**

# **SIT31212 Certificate III in Holiday Parks and Resorts**

**Release 3**

## SIT31212 Certificate III in Holiday Parks and Resorts

### Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

| Version | Comments   |
|---------|--|
| 1.2     | Imported units updated.  |
| 1.1     | Merged the duplicate Administration elective subgroups.<br>Updates to metadata.  |
| 1.0     | E<br>Replaces and is equivalent to SIT31209 Certificate III in Holiday Parks and Resorts.<br>Intent of the qualification remains unchanged.<br>Minor updates only. |

### Description

This qualification reflects the role of individuals who use a range of well-developed operational skills. They use discretion and judgement and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

#### Job roles

This qualification provides a pathway to work in a front office, housekeeping or grounds maintenance environment in holiday parks and resorts.

Possible job titles include:

- grounds person
- handyperson
- housekeeper
- receptionist.

## **Pathways Information**

This qualification is suitable for an Australian Apprenticeship pathway.

### ***Pathways into the qualification***

Individuals may enter SIT31212 Certificate III in Holiday Parks and Resorts with limited or no vocational experience and without a lower level qualification.

### ***Pathways from the qualification***

After achieving SIT31212 Certificate III in Holiday Parks and Resorts, individuals could progress to SIT40812 Certificate IV in Holiday Parks and Resorts or to broader qualifications in Hospitality.

## **Licensing/Regulatory Information**

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

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

| Employability Skill       | Industry/enterprise requirements for this qualification include:   |
|---------------------------|--|
| Communication             | Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient service delivery; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers in a culturally appropriate way to ensure a positive holiday parks and resort experience. |
| Initiative and enterprise | Identifying, suggesting and discussing a range of new holiday parks and resort product and service options to improve profitability and service provision for the holiday parks and resort business.   |
| Learning                  | Knowing the structure of, networks within and sources of new information on the holiday parks and resort industry to enable the sourcing of ongoing learning opportunities; knowing own product knowledge and service skill strengths and weaknesses and taking responsibility for own professional development; proactively seeking and sharing information with colleagues on new holiday parks and resort trends, products, services and suppliers.   |
| Planning and organising   | Collecting, analysing and organising customer, product and procedural information to efficiently plan and deliver holiday parks and resort products and services; collecting and analysing appropriate information to meet the specific needs of the customer group; pacing the delivery of information, products and services to meet operational and customer requirements; setting timelines, planning and organising own work flow to coordinate the delivery of a positive service outcome for holiday parks and resort customers.  |
| Problem-solving           | Anticipating problems that may arise with operational and service activities; mitigating problems by planning operational and service activities; identifying and clarifying the extent of problems; taking responsibility for solving operational and service issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.   |

|                 |  |
|-----------------|--|
| Self-management | Independently organising own work time and priorities to prepare for and deliver holiday parks and resort sales and operational activities; taking responsibility for own lead job role, legal and other responsibilities in servicing the holiday parks and resort customer and for resolving service difficulties; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of customers.  |
| Teamwork        | Working as a skilled team member to deliver the quality service goals of the holiday parks and resort business; taking responsibility for own lead role in servicing the needs of customers; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members to complete operational and service activities; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members. |
| Technology      | Understanding the operating capability of, selecting and using tools, equipment, computer systems, software and information systems that assist in holiday parks and resort sales and operational activities; selecting and using the right personal protective equipment to manage personal safety in the workplace.  |

## Packaging Rules

19 units must be completed:

- 7 core units
- 12 elective units, consisting of:
  - 6 units from the list below
  - 6 units from the list below, elsewhere in SIT12 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

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

SITTIND202 Source and use information on the holiday park and resort industry

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS101 Participate in safe work practices

SITXWHS301 Identify hazards, assess and control safety risks

### Elective units

#### Administration

BSBCMM201A Communicate in the workplace

BSBRES401A Analyse and present research information

TLIE1005A Carry out basic workplace calculations

#### Accommodation Services

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

CPPCLO3013A Clean window coverings

CPPCLO3016A Wash furniture and fittings

SITHACS101 Clean premises and equipment

SITHACS201 Provide housekeeping services to guests

SITHACS202 Prepare rooms for guests

SITHACS303 Provide accommodation reception services

#### Building and Grounds Maintenance

AHCIRG302A Install irrigation systems

AHCIRG306A Troubleshoot irrigation systems

AHCLSC202A Construct low-profile timber or modular retaining walls

AHCLSC204A Lay paving

AHCLSC301A Set out site for construction works

AHCLSC302A Construct landscape features using concrete

AHCPGD203A Prune shrubs and small trees  
AHCPGD302A Plan and maintain plant displays  
MEM18001C Use hand tools  
MEM18002B Use power tools/hand held operations  
RIISAM204B Operate small plant and equipment  
SIFCBGM001 Provide general grounds care  
SIFCBGM002 Maintain property and structures  
SISCAQU201A Monitor pool water quality

### **Client and Customer Service**

SITXCCS201 Provide visitor information  
SITXCCS301 Provide lost and found services  
SITXCOM202 Provide a briefing or scripted commentary

### **Communication and Teamwork**

SITXCOM101 Source and present information  
SITXCOM301 Address protocol requirements

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

BSBITU201A Produced simple word processed documents  
BSBITU202A Create and use spreadsheets  
BSBITU301A Create and use databases  
BSBITU302B Create electronic presentations  
BSBITU306A Design and produce business documents  
BSBITU307A Develop keyboarding speed and accuracy  
BSBITU309A Produce desktop published documents  
BSBWOR204A Use business technology

### **E-Business**

BSBEBU401A Review and maintain a website

### **Events**

SITXEVT301 Access information on event operations  
SITXEVT302 Process and monitor event registrations  
SITXEVT303 Coordinate on-site event registrations  
SITXEVT304 Provide event staging support

### **Finance**

BSBFIA301A Maintain financial records  
BSBFIA303A Process accounts payable and receivable  
SITXFIN201 Process financial transactions

### **First Aid**

HLTAID003 Provide first aid  
HLTAID005 Provide first aid in remote situations

### **Food and Beverage**

SITHFAB201 Provide responsible service of alcohol  
SITHFAB203 Prepare and serve non-alcoholic beverages \*  
SITHFAB204 Prepare and serve espresso coffee \*  
SITHFAB206 Serve food and beverage \*  
SITHFAB302 Conduct a product tasting for alcoholic beverages ^  
SITHFAB307 Provide table service of food and beverage \*^  
SITHFAB309 Provide advice on food

\*Prerequisite is SITXFSA101 Use hygienic practices for food safety

^Prerequisite is SITHFAB201 Provide responsible service of alcohol

**Food Safety**

SITXFSA101 Use hygienic practices for food safety  
SITXFSA201 Participate in safe food handling practices

**Human Resource Management**

SITXHRM301 Coach others in job skills

**Inventory**

SITXINV201 Receive and store stock  
SITXINV301 Purchase goods

**Languages other than English**

SITXLAN21\_\_ Conduct basic oral communication in a language other than English  
SITXLAN22\_\_ Conduct routine oral communication in a language other than English  
SITXLAN31\_\_ Conduct oral communication in a language other than English  
SITXLAN33\_\_ Read and write information in a language other than English

**Risk Management and Security**

SIRXRSK201 Minimise loss

**Sales**

SIRXSLS201 Sell products and services  
SIRXSLS002A Advise on products and services

**Tour Operations**

TLIB2003A Carry out vehicle servicing and maintenance  
TLIC1051A Operate a commercial vehicle  
TLIC3042A Operate coach/bus

**Tourism Sales and Office Operations**

SITTTSL201 Operate an online information system  
SITTTSL202 Access and interpret product information  
SITTTSL302 Provide advice on Australian destinations  
SITTTSL303 Sell tourism products and services  
SITTTSL304 Prepare quotations  
SITTTSL305 Process reservations  
SITTTSL306 Book supplier services  
SITTTSL307 Process travel-related documentation  
SITTTSL308 Use a computerised reservations or operations system

**Venue and Facility Operations**

SITTVAF303 Tow and site recreational vehicles  
UEGNSG604B Fill gas cylinders

**Work Health and Safety**

PUAWER004B Respond to workplace emergencies

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

**Grounds person**

AHCIRG302A Install irrigation systems  
AHCIRG306A Troubleshoot irrigation systems  
AHCLSC301A Set out site for construction works  
AHCLSC302A Construct landscape features using concrete  
AHCPGD203A Prune shrubs and small trees  
AHCPGD302A Plan and maintain plant displays



MEM18001C Use hand tools  
MEM18002B Use power tools/hand held operations  
RIISAM204B Operate small plant and equipment  
SIFCBGM002 Maintain property structures  
SISCAQU201A Monitor pool water quality  
TLIB2003A Carry out vehicle servicing and maintenance

**Receptionist**

BSBFIA301A Maintain financial records  
BSBFIA303A Process accounts payable and receivable  
BSBITU301A Create and use databases  
BSBITU306A Design and produce business documents  
SITHACS303 Provide accommodation reception services  
SITTTSL201 Operate an online information system  
SITTTSL303 Sell tourism products and services  
SITTTSL305 Process reservations  
SITTTSL308 Use a computerised reservations or operations system  
SITXCOM101 Source and present information  
SITXFIN201 Process financial transactions  
UEGNSG604B Fill gas cylinders