



Australian Government

AHCLPW310 Supervise park visitor activities

Release: 1

AHCLPW310 Supervise park visitor activities

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Application

This unit of competency describes the skills and knowledge required to provide information and advice, and to supervise public access and activities within a park or reserve.

The unit applies to individuals who work with visitors and the general public in parks or reserves. They operate under broad direction and use discretion and judgement in the selection and use of available resources.

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

Pre-requisite Unit

Nil

Unit Sector

Lands, Parks and Wildlife (LPW)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide information on opening and closing times	1.1 Operate security systems for entry to parks and facilities 1.2 Inform public of opening and closing times
2. Advise public on park or reserve access and activities	2.1 Communicate with visitors according to workplace procedures and legislative requirements 2.2 Inform public of responsibilities and safety requirements when using park facilities

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	2.3 Conduct a risk assessment of park and its facilities for suitability for visitor access 2.4 Inform public of changes of access to park and its facilities when conditions are not suitable
3. Monitor visitor activities	3.1 Monitor visitor activities for risk to environmental degradation, or damage and biosecurity risk 3.2 Monitor visitor activities to ensure safety of staff and visitors 3.3 Assess visitor activities and implement control measures for non-compliance with site access conditions 3.4 Report and respond to incidents according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral Communication	Communicate effectively with visitors using appropriate language, tone and pace

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCLPW310 Supervise park visitor activities	AHCLPW301 Supervise park visitor activities	Minor changes to Application and Performance Criteria for clarity Added Foundation Skills and updated Performance Evidence and Knowledge	Equivalent

Code and title current version	Code and title previous version	Comments	Equivalence status
		Evidence	

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCLPW310 Supervise park visitor activities

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has, on at least two occasions, supervised visitor access to a park and its facilities. At least one interaction should represent a difficult parks customer/visitor.

There must also be evidence that the individual has:

- assessed the park and facilities for safe access
- provided information to visitor on access, activities and safety requirements
- monitored visitor activities, ensuring compliance with park requirements, including:
 - conditions of entry
 - safety of visitors and parks staff
 - environmental requirements
- identified issues of non-compliance activities and implemented control measures
- reported incidents according to workplace procedures and legislative requirements
- followed workplace health and safety policies and procedures, and monitored visitor activities to ensure safety of general public.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- strategies for effective communication with visitors, including:
 - methods of communication
 - reading and recognising visual cues
 - dealing with difficult visitors
- policies and procedures for visitors accessing parks site and facilities, including:
 - personal and legal authority to act on non-compliance with site access conditions
 - procedures for notifying visitors of changed conditions

- park conditions that may render restricted access, including:
 - road and track degradation
 - environmental and ecological exclusions
 - weather
 - temporary or seasonal closures
 - safety concerns
- enterprise procedures, workplace health and safety and legislative requirements
- enterprise security systems for accessing parks and facilities, including:
 - surveillance and monitoring
 - gates and keyed locking systems
 - locks and keypads
 - surveillance systems
- • conditions for visitors entering park.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a park or reserve with relevant security and facilities appropriate for visitor access, or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - communications equipment
- • specifications:
 - policies and procedures for park access and communications protocols with visitors
- relationships:
 - visitors.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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