



Australian Government

Department of Education, Employment and Workplace Relations

AHCLPW301A Supervise park visitor activities

Release: 1

AHCLPW301A Supervise park visitor activities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of giving of advice and supervising public access and activities within a park or reserve and defines the standard required to: open and close park/ advise public on park/reserve access and activities; provide information safety requirements; interpret legislation and public health requirements; monitor visitor activities; evaluate appropriate situations to enforce regulations; act on non-compliance activities; report incidents.
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Application of the Unit

Application of the unit	This unit applies to the process of supervising park visitor activities and requires the ability to work effectively within own area of responsibility. It requires knowledge of the local environment and potential hazards, limits to personal and legal authority, public relations, cultural diversity and managing conflict.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Open and close park/reserve	1.1.Park/reserve is opened and closed as scheduled in accordance with enterprise procedures. 1.2.Security systems are operated in accordance with manufacturer's guidelines and enterprise procedures. 1.3.Public is informed of opening and closing times in accordance with enterprise procedures. 1.4.Non-compliance with park/reserve access conditions is acted upon in accordance with enterprise procedures.
2. Advise public on park/reserve access and activities	2.1.Public is communicated with in a courteous, confident and effective manner appropriate to their background. 2.2.Public is informed of responsibilities and safety requirements when using park facilities in accordance with enterprise procedures, legislative and public health and safety requirements. 2.3.Public is informed of changes to access rights to park facilities when these have been affected by changes to environmental conditions in accordance with enterprise procedures and public health and safety requirements.
3. Monitor visitor activities	3.1.Non-compliance with park/reserve access conditions is acted upon in accordance with enterprise procedures. 3.2.Incidents are reported and responded to in accordance with enterprise requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- open and close park/reserve
- advise public on park/reserve access and activities
- provide information on safety requirements
- interpret legislation and public health requirements
- monitor visitor activities

REQUIRED SKILLS AND KNOWLEDGE

- evaluate appropriate situations to enforce regulations
- assert authority and act on non-compliance activities
- use literacy skills to read, interpret and follow organisational policies and procedures, follow sequenced written instructions, record accurately and legible information collected and select and apply procedures for a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning techniques, active listening, clarifying information and consulting with supervisors as required
- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- local environment, environmental hazards
- understand limits to personal and legal authority
- public relations, crowd behaviour, implications on cultural diversity
- enterprise procedures, OHS and legislative requirements
- enterprise security systems and communication equipment
- interpersonal skills and relating to different cultural groups
- instructions/guidelines and regulations and maps.

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.

Overview of assessment

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

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:

- open and close park/reserve
- advise public on park/reserve access and activities
- provide information on safety requirements
- interpret legislation and public health requirements
- monitor visitor activities
- evaluate appropriate situations to enforce regulations
- act on non-compliance activities
- report incidents.

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Activities may include:

- working policies
- Standard Operating Procedures
- visitor protocols of the park or reserve.

Unit Sector(s)

Unit sector	Lands, parks and wildlife
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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