



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **MSARVS301A Develop and update caravan industry knowledge**

**Revision Number: 1**

## MSARVS301A Develop and update caravan industry knowledge

### Modification History

Not applicable.

### Unit Descriptor

|                        |                                                                                                                                                                                                                               |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | This unit of competency covers the skills and knowledge required to develop, update and utilise general knowledge of the caravan industry, including recreational vehicle manufacturing, servicing, retail and caravan parks. |
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### Application of the Unit

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application of the unit</b> | This unit of competency applies to those involved in the retail sector of the recreational vehicle industry. It may be applied in different workplaces, sectors and circumstances. It provides the knowledge which underpins effective performance in the retail sector. In-depth knowledge is not required. It does not address the technical knowledge of recreational vehicle manufacturing which is addressed in <i>MSARVT202A Apply technical knowledge of recreational vehicle manufacturing to work activities</i> . |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

|                           |  |  |
|---------------------------|--|--|
| <b>Prerequisite units</b> |  |  |
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## Employability Skills Information

|                             |                                          |
|-----------------------------|------------------------------------------|
| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

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

## Elements and Performance Criteria

| ELEMENT                                                                                           | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Research information on the caravan industry                                                   | 1.1. Identify and access sources of information on the caravan industry<br>1.2. Research information using appropriate sources for various requirements<br>1.3. Access specific information on relevant sector of work and related job roles and responsibilities                                           |
| 2. Apply technical information on recreational vehicles to work activities                        | 2.1. Access current information about the caravan industry and issues of interest<br>2.2. Apply industry information in day-to-day work activities to enhance the quality of work performance                                                                                                               |
| 3. Develop and apply information on legal and ethical issues which impact on the caravan industry | 3.1. Obtain information on legal and ethical issues to assist effective work performance<br>3.2. Conduct day-to-day activities in accordance with legal obligations and ethical industry practices                                                                                                          |
| 4. Update caravan industry knowledge                                                              | 4.1. Identify and use a range of opportunities to update general knowledge of the caravan industry<br>4.2. Monitor issues of current concern and interest to the industry<br>4.3. Share updated knowledge with customers and colleagues, as appropriate, and incorporate into day-to-day working activities |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

Required skills include:

- Basic research skills to identify and research relevant information
- questioning to obtain information
- sorting and summarising information
- communicating effectively with others
- planning and organising work activities

#### Required knowledge

Required knowledge includes:

- general knowledge of caravan industry sectors and interrelationships, including:
  - manufacturing
  - service
  - retail
  - major caravan and tourism industry bodies
  - functions and responsibilities
- caravan park operations, including:
  - accommodation
  - maintenance
  - service/repair
  - emergency and safety requirements
  - environmental issues, such as waste and water management, and energy conservation
- general knowledge of the tourism industry, including:
  - tour operators and wholesalers
  - retail travel agents
  - information services sector (local, regional and national)
  - attractions
  - quality assurance in the caravan industry and the role and responsibility of individual staff members
  - the importance and implications of customer service in the caravan industry
- legislation (both state and federal) that applies across the industry in the following areas (name, primary objective and impact on individual staff only):
  - consumer protection and trade practices
  - duty of care

**REQUIRED SKILLS AND KNOWLEDGE**

- equal employment opportunity
- anti-discrimination
- workplace relations
- regulations (local government)
- legislation and regulations relating to recreational vehicles
- general industry knowledge
- economic and social significance of the caravan industry
- growth potential of the caravan industry and career opportunities
- caravan industry trends
- caravan industry support businesses
- caravan park rating systems and their application in metropolitan, regional and Australia-wide locations
- factors which contribute to the development of successful caravan parks
- relationship of the caravan park industry to other sectors of the hospitality and tourist industry (hotels and motels)
- environmental and safety issues in the caravan industry
- social profiles of caravaners and campers:
  - customer needs and the importance of having a customer service culture
  - industry associations

## 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.

**Critical aspects of assessment**

Evidence of the following is critical:

- ability to source industry information
- general knowledge of the caravan industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace.

**Context of assessment and resource implications**

Assessment must ensure:

- project or work activities that allow the candidate to demonstrate the application of knowledge to specific caravan industry contexts and situations.

**Guidance information for assessment**

Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.

## 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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

#### Sources of information

Sources of information may include:

- media
- reference books
- libraries
- unions
- industry associations and organisations
- industry personnel
- industry journals
- computer software and Internet
- personal observation and experience

#### Current information

Current information about the caravan industry and issues of interest may include:

- economic and social significance of the caravan industry and the role of local communities
- growth potential of the caravan industry and career opportunities
- main sectors of the caravan industry and their functions and responsibilities
- caravan industry trends
- caravan industry support businesses
- types of accommodation available in caravan parks
- caravan park rating and accreditation systems
- factors which contribute to the development of successful caravan parks
- relationship of the caravan park industry to other sectors of the hospitality and tourist industry (hotels and motels)
- environmental and safety issues
- social profiles of caravaners and campers
- customer needs and the importance of having a customer service culture

| <b>RANGE STATEMENT</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                            | <ul style="list-style-type: none"> <li>• caravan industry associations</li> <li>• relationship between the caravan industry and the broader tourism industry</li> </ul>                                                                                                                                                                                                                                                                                                                                       |
| <b>Sectors of the caravan industry</b>     | <p>Sectors of the caravan industry may include:</p> <ul style="list-style-type: none"> <li>• caravan or holiday park operations</li> <li>• recreational vehicle manufacturing</li> <li>• recreational vehicle parts and components manufacturing and supply</li> <li>• recreational vehicle servicing</li> <li>• recreational vehicle and accessories retailing</li> </ul>                                                                                                                                    |
| <b>Caravan industry support businesses</b> | <p>Caravan industry support businesses may include:</p> <ul style="list-style-type: none"> <li>• hospitality</li> <li>• tourism operations</li> <li>• entertainment, sports and activities</li> <li>• meetings and conferences</li> <li>• trades, horticulture and maintenance</li> <li>• conservation bodies</li> <li>• local councils, tourism authorities and promoters</li> <li>• retail and wholesale suppliers</li> <li>• recreational vehicle and accessories retailing</li> <li>• security</li> </ul> |
| <b>Environmental issues</b>                | <p>Environmental issues may include:</p> <ul style="list-style-type: none"> <li>• protection of natural and cultural integrity</li> <li>• minimal impact operations</li> <li>• environmental sustainability</li> <li>• water management</li> <li>• waste management</li> <li>• energy efficient operations</li> <li>• land ownership</li> <li>• land access and usage</li> </ul>                                                                                                                              |
| <b>Legal issues</b>                        | <p>Legal issues may include:</p> <ul style="list-style-type: none"> <li>• consumer protection</li> <li>• duty of care</li> <li>• equal employment opportunity and affirmative action</li> <li>• anti-discrimination</li> <li>• workplace relations</li> </ul>                                                                                                                                                                                                                                                 |

| <b>RANGE STATEMENT</b>                |                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       | <ul style="list-style-type: none"> <li>• public liability and risk</li> <li>• residential tenancy legislation</li> <li>• local government regulations</li> <li>• occupational health and safety (OHS) legislation</li> <li>• taxation legislation</li> </ul>                                                              |
| <b>Ethical issues</b>                 | <p>Ethical issues may include:</p> <ul style="list-style-type: none"> <li>• confidentiality</li> <li>• commission procedures</li> <li>• overbooking</li> <li>• pricing</li> <li>• tipping</li> <li>• familiarisations</li> <li>• gifts and services provided free of charge</li> <li>• product recommendations</li> </ul> |
| <b>Issues of interest and concern</b> | <p>Issues of interest and concern may include:</p> <ul style="list-style-type: none"> <li>• government initiatives (federal, state/territory and local)</li> <li>• emerging markets</li> <li>• environmental and social issues</li> <li>• labour issues</li> <li>• industry expansion or retraction</li> </ul>            |

## Unit Sector(s)

|                    |  |
|--------------------|--|
| <b>Unit sector</b> |  |
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## Competency field

|                         |  |
|-------------------------|--|
| <b>Competency field</b> |  |
|-------------------------|--|

## Co-requisite units

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|---------------------------|--|--|
| <b>Co-requisite units</b> |  |  |
|                           |  |  |
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