



Australian Government

Assessment Requirements for SITIND002 Source and use information on the holiday park and resort industry

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- source and document current industry information on the holiday park and resort industry using at least three information sources listed in the knowledge evidence
- source and interpret information on the following from the above sources and share with colleagues to improve knowledge of the holiday park and resort industry:
 - current and emerging products and services
 - current issues
 - career opportunities
 - relationships between other related industries
 - compliance issues and quality assurance
 - new products, technology, techniques and services
 - work ethic required to work in the industry
- identify ways to integrate current holiday park and resort industry information into daily work activities in a way which:
 - enhances the quality of work performance
 - ensures ethical practice within the holiday park and resorts industry.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of industry information:
 - discussions with experienced industry personnel, colleagues or suppliers
 - industry:
 - accreditation operators
 - associations and organisations
 - developers of codes of conduct or ethics
 - journals
 - seminars
 - plain English documents, issued by government regulators, that describe laws relevant to the tourism and travel industry

- libraries
- media
- regional, state and national tourism offices
- reference books
- training courses
- structure, functions, key characteristics and interrelationships of:
 - holiday parks and resorts: types of accommodation, factors which contribute to the development of successful parks, holiday park and resort industry trends
 - manufacturing: main manufacturers of recreational vehicles (RV); key types of recreational vehicles made in Australia, and their key characteristics; current and emerging trends in RV products
 - service: key providers of specialised RV servicing; types of services offered; links with manufacturers, retailers and holiday parks and resorts
 - retailing: retailers in Australia; main RV retailers in the local area; types of after sales services offered
- roles and general responsibilities for different jobs in the industry
- general nature of and links to the wider tourism and travel industry organisations that provide bookings:
 - attractions
 - inbound tour operators
 - other local accommodation providers
 - retail travel agents
 - tour operators
 - visitor information centres
- primary functions of:
 - major cross-industry and sector-specific industry associations especially those with which the business has a relationship
 - trade unions in the industry
 - local, regional, state and national tourism information service and marketing organisations
- basic aspects of holiday park and resort industry quality assurance processes:
 - accreditation schemes
 - codes of conduct or ethics
 - industry rating schemes
 - occupational licensing
 - reasons for participation and impacts of non-compliance
 - roles and responsibilities of individual staff members when participating in schemes
- basic aspects of state, territory and local council laws and actions that must be adhered to by holiday park and resort operators:
 - local community protection, land ownership, management and access requirements that must be met by holiday park operators when delivering services and requirements to maintain the lifestyle of neighbouring residents

- consumer protection requirements that must be met by holiday parks
- terms and conditions of quotations, cancellation fees and refunds
- equal employment opportunity (EEO) law including rights of employees and responsibilities of employers to make merit based employment decisions
- current and emerging technology used in holiday parks and resorts:
 - e-business
 - social media.

Assessment Conditions

Skills must be demonstrated in an operational holiday parks and resorts environment. This can be:

- an industry workplace
- a simulated industry environment or activity.

Assessment must ensure use of:

- computers, printers, communication technology, information programs to source industry information
- information on codes of conduct, membership and benefits distributed by:
 - industry associations
 - accreditation operators
 - unions
- plain English documents issued by government regulators that describe laws:
 - local community protection
 - consumer protection
 - EEO
- experienced industry personnel, colleagues or suppliers with whom the individual can interact to obtain current industry information; these can be:
 - industry personnel, colleagues or suppliers within a workplace; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>