



Australian Government

SITTIND002 Source and use information on the holiday park and resort industry

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the holiday park and resort industry. This includes industry structures, technology, laws and ethical issues specifically relevant to the holiday park and resort industry. Holiday park and resort personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

This unit applies to the holiday park and resort sector and people working at different levels. Managers will use more formal research to attain specialised and comprehensive knowledge which supports product planning, marketing and strategic management activities. This is covered within other units of competency.

This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise performance.

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

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Source and use industry information.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify sources of information on the structure and operation of the holiday park and resort industry.
- 1.2. Access specific information of relevance to the

- holiday park and resort industry to assist operational duties.
- 1.3. Obtain information on features of current and emerging holiday park and resort products and services relevant to job role.
 - 1.4. Use knowledge of the holiday park and resort industry and its products and services to enhance the quality of work performance.
2. Source and use compliance information.
- 2.1. Obtain information on laws specifically relevant to the holiday park and resort industry and work compliantly.
 - 2.2. Seek information on industry quality assurance schemes and use it to benefit own organisation.
 - 2.3. Access information on career planning and equal employment opportunity (EEO) law.
 - 2.4. Obtain information on ethical industry practices and conduct day-to-day holiday park and resort activities according to those practices.
3. Source and use information on holiday park and resort technology.
- 3.1. Source and access information on current and emerging technologies that impact on operational duties.
 - 3.2. Use information on technology to suggest new and improved workplace practices.
 - 3.3. Use current and emerging technology in day to day work activities to enhance the quality of work performance.
4. Update personal and organisational knowledge of the holiday park and resort industry.
- 4.1. Identify and use a range of opportunities to update knowledge of the holiday park and resort industry.
 - 4.2. Monitor current issues of concern to the industry.
 - 4.3. Share current holiday park and resort industry trends with colleagues.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- Reading skills to:
- read the content of plain English information about laws, industry accreditation schemes and codes of conduct
 - research, sort and use holiday park and resort industry information.

- Writing skills to:
- prepare notes, summarise and record information in basic documents, information sheets, portfolios and files on information obtained on current event industry practices, products, services and technology.
- Oral communications skills to:
- discuss current and emerging industry trends with experienced industry personnel, colleagues, suppliers and industry bodies.
- Numeracy skills to:
- conduct calculations pertaining to holiday park and resort industry fees and pricing issues.
- Learning skills to:
- continuously maintain and update industry knowledge of the holiday park and resort industry.
- Self-management skills to:
- take responsibility for sourcing and updating current and emerging information.
- Technology skills to:
- use online information systems to access holiday park and resort industry information.

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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