



Australian Government

SITTIND004 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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

PERFORMANCE CRITERIA

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

1.1. Identify sources of information on the structure and

industry information.	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. Apply 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 apply it to benefit own organisation.
	2.3. Access and apply 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 communication 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:
- 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

Supersedes and is equivalent to SITTIND002 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>

Assessment Requirements for SITTIND004 Source and use information on the holiday park and resort industry

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
- interpret information on the following and share with colleagues on at least one occasion 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 on at least one occasion 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 information on the holiday parks and resorts industry:
 - industry associations
 - government and regulatory bodies
 - industry publications
 - colleagues
 - suppliers
 - plain English documents, issued by government regulators, that describe laws relevant to the holiday parks and resorts sector
 - regional, state and national tourism offices
- 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)
 - types of recreational vehicles made in Australia and their key characteristics
 - current and emerging trends in RV products
- servicing:
 - key providers of specialised RV servicing
 - types of services offered
 - links with manufacturers, retailers and holiday parks and resorts
- retailing:
 - RV retailers in Australia and the local area
 - types of after sales services offered
- basic understanding of rental system, including residential tenancy legislation:
 - organisational policies and procedures applicable to managing and maintaining tenancy agreements and services
 - legislative requirements applicable to managing and maintaining tenancy agreements and services
 - rights and responsibilities of the resident and organisation
 - organisational policies and procedures for complaints
 - tribunal processes and resident right of appeal
 - difference between, and reasons for, termination and eviction
- roles and general responsibilities for different jobs in holiday parks and resorts
- general nature of and links of holiday parks and resorts sector to the wider tourism and travel industry
- primary functions of:
 - major industry associations
 - trade unions
 - 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
- 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 technologies that impact on holiday parks and resorts:
 - cyber-security
 - e-business
 - social media.

Assessment Conditions

Skills must be demonstrated in an operational holiday park or resort environment. This can be:

- an industry workplace; or
- a simulated industry environment or activity set up for the purposes of assessment.

Assessment must ensure access to:

- computers, printers, communication technology, information programs to source industry information
- plain English documents issued by government regulators that describe laws:
 - local community protection
 - consumer protection
 - EEO
 - residential tenancy legislation
- industry personnel, colleagues and suppliers with whom the individual can interact to obtain current industry information. These can be:
 - industry personnel, colleagues and 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.

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