



Australian Government

SITTPPD004 Develop in-house recreational activities

Release: 1

SITTPPD004 Develop in-house recreational activities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop in-house recreational activities for different customer groups that match the commercial focus and values of the tourism organisation. It requires the ability to identify and plan suitable activities, coordinate their delivery, and evaluate their success, but not to deliver the activity.

The unit applies to hotel, resort, holiday park, cruise ship and attraction businesses. The unit covers both indoor and outdoor recreational activities provided on-site but does not include tours, activities and events operated by other tourism organisations.

It applies to those people who operate independently or with limited guidance from others. This includes activities officers, senior operational personnel or managers.

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

Pre-requisite Unit

Nil

Competency Field

Planning and Product Development

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Plan in-house recreational activities.

PERFORMANCE CRITERIA

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

- 1.1. Identify potential recreational activities and examine options according to customer interest and focus of the organisation.
- 1.2. Identify regulatory and licensing requirements applicable to the activity.
- 1.3. Determine personnel and other resource requirements for delivery of the activity.

- 1.4. Identify threats and hazards, conduct a risk assessment, and incorporate controls for activity operation.
- 1.5. Cost the activity and determine selling price to ensure maximum profitability.
- 1.6. Promote activity to customers and develop reservation arrangements.
2. Coordinate delivery of recreational activities.
 - 2.1. Develop activity information and arrange training for those delivering the activity.
 - 2.2. Develop checklists and briefings for use of delivery personnel.
 - 2.3. Verify number of participants according to reservation information.
 - 2.4. Book personnel and resources to match participant numbers.
 - 2.5. Develop and distribute staff-focused activity documentation.
 - 2.6. Minimise use of printed materials and maximise electronic transmission of all documents to reduce waste.
3. Evaluate recreational activities.
 - 3.1. Monitor success of activities.
 - 3.2. Obtain feedback from customers and operational staff.
 - 3.3. Modify and continuously improve activities according to feedback.

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:	interpret complex regulatory documents, customer satisfaction surveys, and operational reports from delivery personnel.
Writing skills to:	prepare promotional materials, detailed operational itineraries, staff checklists and customer briefings.
Oral communication skills to:	discuss accurate operational information with delivery personnel.
Numeracy skills to:	calculate numbers of required resources, and statistics of customer satisfaction.
Problem-solving skills to:	identify and respond to threats and hazards associated with various recreational activities.
Initiative and enterprise skills to:	evaluate the success of various recreational activities and make improvements.

Technology skills to:

- access and interpret operational itineraries, schedules and templates.

Unit Mapping Information

SITTPPD404 Develop in-house recreational activities

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 SITTPPD004 Develop in-house recreational activities

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:

- develop and coordinate plans for at least two different recreational activities from the list in the knowledge evidence that reflect different customer interests and/or organisational focus and including:
 - at least one indoor and one outdoor activity
 - identification of potential safety and organisational risks of the above activities
 - identification of all regulatory and licensing requirements that apply to the above activities
- identify, cost and source appropriate resources from the list in the knowledge evidence required to conduct, control, direct, supervise and deliver each of the above activities
- develop information for each of the above activities consisting of at least three of the following:
 - marketing flyers
 - information sheets and timetables
 - participant cost sheets
 - schedule of activities
 - operational itineraries
 - resources allocated to the activity
- identify and implement appropriate processes and methods to measure success of the above activities
- identify and document improvements to each of the above recreational activities in response to success measures above.

Knowledge Evidence

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

- components of various recreational activities
- different types of recreational activities:
 - creative activities:
 - art
 - dance

- music
- drama
- educational activities
- fishing
- games
- health and fitness activities
- orienteering
- bushwalking
- team or individual sports
- storytelling
- treasure hunts
- resources required to conduct, control, direct, supervise and deliver recreational activities:
 - human resources:
 - employees
 - contractors
 - guides
 - recreation instructors
 - entertainers
 - performers
 - subject matter specialists or experts
 - other resources:
 - amenities and structures
 - educational aids and participant materials
 - food and beverage
 - furniture
 - guidelines and regulations
 - work health and safety instructions and checklists
 - recreational equipment for bushwalking, fishing, games, health and fitness activities, orienteering, and water-based and other sports
 - treasure hunt prizes
 - vehicles and vessels
- regulatory and licensing requirements:
 - insurance coverage
 - council or statutory permission for certain activities, use of facilities or venues
 - legal compliance for activities and where they may be undertaken:
 - on road
 - on water
 - off-road
 - work health and safety, public liability and duty of care
 - operation of equipment and vehicles

- permits and licences required for specific activities
- qualifications and licences required for personnel delivering or supervising activities
- complete details of regulations, permit and licensing requirements for the operation of recreational activities
- public liability responsibilities for customers engaging in recreational activities:
 - directives to personnel delivering the activity and their obligation to control, direct and supervise participants
 - the use of indemnity and waiver forms to minimise risk to the organisation
- work health and safety considerations for personnel delivering the activity:
 - employer responsibilities to provide a safe workplace
 - individual employee responsibilities for ensuring safety of self and others, and for following safety directions
- threats and hazards associated with specific activities, risk assessment processes and procedures, and control mechanisms
- checklists and briefings used in relation to recreational activities:
 - checklists to ensure:
 - equipment is serviceable
 - all resources are available
 - activity is set up for correct participant numbers
 - standard customer briefings as relevant to activity:
 - bans on souveniring
 - interaction with wildlife
 - local customs and courtesies
 - minimising noise
 - risk associated with the activity
 - safe use of equipment
 - use of tracks and roads
 - ways to communicate with and avoid insult to local communities
 - ways to ensure minimal negative impacts on the environment
- environmental impacts and minimal impact practices to be considered by customers when engaging in in-house recreational activities
- formats and inclusions used in:
 - operational itineraries and schedules
 - operational checklists and briefings
 - report templates
 - customer surveys
- measurements for success of activities:
 - number of sales
 - profit
 - positive feedback from customers and personnel
 - safety of customers and personnel

- suitability of activity to the organisation:
 - fit with grade or star rating
 - match to customer demographics
 - match with marketing claims
- relevance and adherence to environmental education and sustainability values.

Assessment Conditions

Skills must be demonstrated in a resort, holiday park, cruise ship or attraction business operation for which recreational activities are developed, implemented and evaluated. This can be:

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

Assessment must ensure access to:

- computers, printers, communication technology, information programs and publications to facilitate the administrative processes involved in developing recreational activities
- current plain English regulatory documents distributed by government regulators
- current commercial documents used for managing recreational activities:
 - customer surveys
 - operational itineraries and schedules for allocating specific duties and specific physical resources
 - operational checklists and briefings
 - invoices and receipts
 - participant numbers, names and profiles
 - participant waiver and indemnity forms
 - staffing rosters
 - templates for reporting
- different customer groups that match the commercial focus and values of the tourism organisation and for which diverse recreational activities must be developed; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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