



Australian Government

SITTPPD015 Develop in-house recreational activities

Release: 1

SITTPPD015 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.

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

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.
Problem-solving skills to:	calculate numbers of required resources, and statistics of customer satisfaction.

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| Initiative and enterprise skills to: | • identify and respond to threats and hazards associated with various recreational activities. |
| Technology skills to: | • evaluate the success of various recreational activities and make improvements. |

Unit Mapping Information

Supersedes and is equivalent to SITTPPD004 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 SITTPPD015 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 that reflect different customer interests or organisational focus, including:
 - at least one indoor and one outdoor activity
 - identification of potential safety and organisational risks for the above activities
 - identification of all regulatory and licensing requirements that apply to the above activities
- identify, cost and source appropriate resources 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:
 - digital resources
 - 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:

- types and components of recreational activities:
 - creative activities
 - educational activities
 - outdoor recreation activities
 - environmental and community activities

- health and fitness activities
- team building activities
- resources required to conduct, control, direct, supervise and deliver recreational activities:
 - human resources:
 - employees
 - contractors
 - guides
 - instructors
 - entertainers
 - subject matter specialists or experts
 - third party providers
 - other resources:
 - amenities and structures
 - educational aids and participant materials
 - food and beverage
 - guidelines and regulations
 - work health and safety instructions and checklists
 - equipment relevant to activity
 - vehicles and vessels
- regulatory and licensing requirements:
 - insurance coverage
 - legal compliance for activities and where they may be undertaken
 - work health and safety, public liability and duty of care
 - operation of equipment and vehicles
 - permits and licences required for specific activities
 - licences required for personnel delivering or supervising 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:
 - interaction with wildlife
 - local customs and courtesies
 - risk associated with the activity
 - safe participation
- ways to ensure minimal negative impacts on the environment
- formats and inclusions used in:
 - operational itineraries and schedules
 - operational checklists and briefings
 - report templates
 - customer surveys
- measurements for success of activities:
 - sales results
 - profit
 - positive feedback from customers and personnel
 - safe operation of activity
 - suitability of activity to the organisation
 - relevance and adherence to environmental education and sustainability values.

Assessment Conditions

Skills must be demonstrated in a business operation for which recreational activities are developed, implemented and evaluated. This can be:

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

Assessment must ensure access to:

- computers, printers, communication technology, information programs and publications used 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
- 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.

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