



Australian Government

Department of Education, Employment and Workplace Relations

SIT20509 Certificate II in Holiday Parks and Resorts

Revision Number: 1

SIT20509 Certificate II in Holiday Parks and Resorts

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a defined range of technical skills. Work would be undertaken in a front office, housekeeping or grounds maintenance environment.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context.

They work under direct supervision. For example, an individual might be required to:

- perform basic office duties such as collating, filing, photocopying or delivering messages
- perform general clerical duties such as typing, basic data entry, calculation functions and accounting
- take reservations or action as a receptionist and cashier
- service and clean accommodation
- perform routine repair work and maintenance and other general duties such as pool and garden care (not as a qualified tradesperson)

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

This qualification is very flexible and is designed to support a broad range of job roles in holiday parks.

Possible job titles include:

- Office assistant
- Housekeeping assistant
- Junior handyperson

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20509 Certificate II in Holiday Parks and Resorts

The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

| Employability skill | Industry/enterprise requirements for this qualification include: |
|----------------------------------|---|
| Communication | Communicating with colleagues, supervisors and suppliers in a courteous manner; interacting with customers in a positive way; interpreting verbal and written information on customer requirements or technical work requirements; providing clear and accurate verbal and written information to others. |
| Teamwork | Working as a team member, taking instructions from others and understanding own role in servicing the needs of the customer; supporting other team members in work activities. |
| Problem solving | Identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, or others in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems. |
| Initiative and enterprise | Identifying and discussing better ways of doing things. |
| Planning and organising | Organising day to day work activities; collecting and organising information to assist with work activities coordination of sales and operational activities; using appropriate predetermined policies and procedures to guide work activities. |
| Self-management | Understanding and complying with the legal responsibilities that applies to own work role; knowing own job role and responsibilities; seeking feedback and guidance from supervisors on success in coordinating activities. |
| Learning | Knowing the structure of networks within and sources of new information on the industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues. |

| Employability skill | Industry/enterprise requirements for this qualification include: |
|----------------------------|---|
| Technology | Understanding the operating capability of, selecting and using work technologies; correctly using equipment to ensure personal safety in the workplace. |

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Holiday Parks and Resorts, 11 units must be completed:

- all 4 core units
- 7 elective units:
 - a minimum of 5 elective units must be selected from the list below
 - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course.

In all cases, electives must be relevant to the job outcome, local industry requirements and the qualification level.

CORE UNITS

| | |
|-------------|---|
| SITTHPR301B | Plan and organise daily work |
| SITXCOM001A | Work with colleagues and customers |
| SITXOHS001B | Follow health safety and security procedures |
| Plus | |
| SITHIND001B | Develop and update hospitality industry knowledge |
| Or | |
| SITTIND001B | Develop and update tourism industry knowledge |
| Or | |

| | |
|-------------|---|
| SITTIND202B | Develop and update caravan industry knowledge |
|-------------|---|

ELECTIVE UNITS**Accommodation Services**

| | |
|-------------|--|
| SITHACS001B | Provide accommodation reception services |
|-------------|--|

| | |
|-------------|---|
| SITHACS004B | Provide housekeeping services to guests |
|-------------|---|

| | |
|-------------|--------------------------|
| SITHACS005B | Prepare rooms for guests |
|-------------|--------------------------|

Administration

| | |
|-------------|---------------------------|
| SITXADM001A | Perform office procedures |
|-------------|---------------------------|

| | |
|-------------|--------------------------------|
| SITXADM002A | Source and present information |
|-------------|--------------------------------|

Building and Grounds Maintenance

| | |
|-----------|----------------|
| MEM18001C | Use hand tools |
|-----------|----------------|

| | |
|-----------|--------------------------------------|
| MEM18002B | Use power tools/hand held operations |
|-----------|--------------------------------------|

| | |
|------------|-----------------------------------|
| RIISAM204A | Operate small plant and equipment |
|------------|-----------------------------------|

| | |
|------------|------------------------------|
| SIFBGM001A | Provide general grounds care |
|------------|------------------------------|

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|------------|----------------------------------|
| SIFBGM002A | Maintain property and structures |
|------------|----------------------------------|

| | |
|------------|----------------------------|
| SRCAQU001B | Monitor pool water quality |
|------------|----------------------------|

Client and Customer Service

| | |
|-------------|-----------------------------|
| SITXCCS001B | Provide visitor information |
|-------------|-----------------------------|

| | |
|-------------|---|
| SIRXCCS001A | Apply point-of-sale handling procedures |
|-------------|---|

Communication and Teamwork

SITXCOM002A Work in a socially diverse environment

Computer Operations and ICT Management

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBWOR204A Use business technology

Environmental Sustainability

SITXENV001A Participate in environmentally sustainable work practices

Finance

SITXFIN001A Process financial transactions

First Aid

HLTFA301B Apply first aid

Food and Beverage

SITHFAB009A Provide responsible service of alcohol

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

Inventory

SITXINV001A Receive and store stock

Occupational Health and Safety

SITXOHS002A Follow workplace hygiene procedures

Risk Management and Security

SIRXRSK001A Minimise theft

Sales

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

Tourism Sales and Operations

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL004A Source and provide Australian destination information and advice

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Front Office

BSBITU102A Develop keyboard skills
BSBITU201A Produce simple word processed documents
BSBWOR204A Use business technology
SIRXCCS001A Apply point-of-sale handling procedures
SIRXRSK001A Minimise theft
SITHACS001B Provide accommodation reception services
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL004A Source and provide Australian destination information and advice
SITTTSL007B Receive and process reservations
SITTTSL009B Process travel-related documentation
SITXCOM004A Communicate on the telephone
SITXADM001A Perform office procedures
SITXADM002A Source and present information
SITXCCS001B Provide visitor information
SITXCOM002A Work in a socially diverse environment
SITXENV001A Participate in environmentally sustainable work practices
SITXFIN001A Process financial transactions
SITXINV001A Receive and store stock

Housekeeping

HLTFA301B Apply first aid
SITHACS004B Provide housekeeping services to guests
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITXCOM002A Work in a socially diverse environment
SITXENV001A Participate in environmentally sustainable work practices
SITXINV001A Receive and store stock
SITXOHS002A Follow workplace hygiene procedures

Grounds Maintenance

HLTFA301B Apply first aid
MEM18001C Use hand tools
MEM18002B Use power tools/hand held operations
RIISAM204A Operate small plant and equipment
SIFBGM001A Provide general grounds care
SIFBGM002A Maintain property and structures
SITXENV001A Participate in environmentally sustainable work practices
SRCAQU001B Monitor pool water quality
TLIB307C Carry out vehicle servicing and maintenance

Users may select electives from any of the three areas and other training packages to create a multi-skilled outcome.