



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT40809 Certificate IV in Holiday Parks and Resorts**

**Revision Number: 1**

## **SIT40809 Certificate IV in Holiday Parks and Resorts**

### **Modification History**

Not applicable.

### **Description**

This qualification reflects the role of individuals who work in supervisory positions in holiday parks, and who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

#### **Job roles**

Individuals with this qualification are able to work as supervisors in holiday parks and resorts. This may be in a specialised area such as front office, housekeeping or grounds maintenance, or involve multi-skilling across different operational areas. Possible job titles include:

- Front office supervisor
- Operations supervisor
- Assistant manager
- Grounds and maintenance supervisor

#### **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

#### SIT40809 Certificate IV 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.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures and staff-related documentation or reports.
<b>Teamwork</b>	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
<b>Problem-solving</b>	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
<b>Initiative and enterprise</b>	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform work practices.
<b>Planning and organising</b>	Understanding the roles and responsibilities of leaders and managers in the context of overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	continuous improvement processes.
<b>Self-management</b>	Understanding the legal and compliance framework that affects those working in the industry; maintaining general and technical knowledge to inform work practices.
<b>Learning</b>	Proactively maintaining and updating knowledge of industry trends and practices; being aware of industry professional development opportunities; supporting team members to learn.
<b>Technology</b>	Selecting and using technologies to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support operations.

Due to the high proportion of electives required by this qualification, the industry 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 IV in Holiday Parks and Resorts, 24 units must be completed:

- all 12 core units

plus

- 12 elective units:
  - a minimum of 8 elective units must be selected from the general elective units listed below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

<b>CORE UNITS</b>	
SITXADM003A	Write business documents
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXENV002A	Implement and monitor environmentally sustainable work practices
SITXFIN004A	Manage finances within a budget
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXMGT001A	Monitor work operations
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Plus	
SITHIND001B	Develop and update hospitality industry knowledge
Or	
SITTIND001B	Develop and update tourism industry knowledge
Or	
SITTIND202B	Develop and update caravan industry knowledge

**GENERAL ELECTIVE UNITS****Accommodation Services**

SITHACS001B	Provide accommodation reception services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment

**Administration**

BSBRES401A	Analyse and present research information
SITXADM002A	Source and present information
SITXADM004A	Plan and manage meetings

**Building and Grounds Maintenance**

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
SRCAQU001B	Monitor pool water quality

**Client and Customer Service**

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service

**Communication and Teamwork**

SITXCOM005A	Make presentations
-------------	--------------------

**Computer Operations and ICT Management**

BSBITA401A	Design databases
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBITU402A	Develop and use complex spreadsheets
BSBWOR204A	Use business technology
CUFDIG303A	Produce and prepare photo images
SITXICT001A	Build and launch a website for a small business

**E-Business**

BSBEBU401A	Review and maintain a website
BSBMKG412A	Conduct e-marketing communications
BSBMKG510A	Plan e-marketing communications



**Events**

SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
SITXEVT005B	Organise in-house events or functions

**Finance**

BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
SITXFIN005A	Prepare and monitor budgets

**First Aid**

HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation

**Governance and Legal Compliance**

SITXGLC001A	Develop and update legal knowledge required for business compliance
-------------	---

**Holiday Parks and Resorts**

SITTHPR302B Plan and organise in-house recreational activities

SITTHPR303A Tow and site a recreational vehicle safely

**Human Resource Management**

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

**Languages other than English**

SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English

SITXLAN2\_\_A Conduct routine workplace oral communication in a language other than English

SITXLAN3\_\_A Conduct workplace oral communication in a language other than English

SITXLAN4\_\_A Conduct complex workplace oral communication in a language other than English

SITXLAN5\_\_A Read and write workplace information in a language other than English

SITXLAN6\_\_A Read and write workplace documents in a language other than English

**Management and Leadership**

SITXMGT006A Establish and conduct business relationships

**Marketing and Public Relations**

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry

**Occupational Health and Safety**

PUAWER004B	Respond to workplace emergencies
UEGNSG604A	Fill gas cylinders

**Planning and Product Development**

SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities

**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
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
	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
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBFIA303A	Process accounts payable and receivable
BSBWOR204A	Use business technology
HLTFA301B	Apply first aid
SITHACS001B	Provide accommodation reception services
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITTHPR303A	Tow and site a recreational vehicle safely
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information

SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
UEGNSG604A	Fill gas cylinders

### **Housekeeping**

HLTFA301B	Apply first aid
PUAWER004B	Respond to workplace emergencies
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXCCS001B	Provide visitor information
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXOHS002A	Follow workplace hygiene procedures
UEGNSG604A	Fill gas cylinders

### **Grounds Maintenance**

MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property structures
SITTHPR303A	Tow and site a recreational vehicle safely
SITXHRM001A	Coach others in job skills
SRCAQU001B	Monitor pool water quality
TLIB307C	Carry out vehicle servicing and maintenance
Users may select electives from any of these three work areas and other training packages to create a multi-skilled outcome.	