



Australian Government

SITTPPD404 Develop in-house recreational activities

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTHPR302B Plan and organise in-house recreational activities. Title changed for simplicity and for greater consistency across Training Package. Re-categorised to Planning and Product Development competency field to better reflect the content of the unit. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop in-house recreational activities for different customer groups and which 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.

Application of the Unit

This unit applies to 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.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| 1. Plan in-house recreational activities. | 1.1 Identify potential <i>recreational activities</i> and examine options according to customer interest and the focus of the organisation.
1.2 Identify any <i>regulatory or licensing requirements</i> applicable to the activity.
1.3 Determine <i>personnel</i> and other <i>resource</i> requirements for the delivery of the activity.
1.4 Identify <i>threats and hazards</i> , 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 the delivery of recreational activities. | 2.1 Develop <i>activity information</i> and arrange training for those delivering the activity.
2.2 Develop <i>checklists and briefings</i> 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 <i>activity documentation</i> .
2.6 Minimise use of printed materials and maximise electronic transmission of all documents to reduce waste. |
| 3. Evaluate recreational activities. | 3.1 Monitor <i>success of activities</i> .
3.2 Obtain feedback from customers and operational staff.
3.3 Modify and continuously improve activities according to feedback. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to discuss accurate operational information with delivery personnel
- critical thinking skills to evaluate the success of various recreational activities and make improvements
- literacy skills to:
 - read and interpret complex regulatory documents, customer satisfaction surveys and operational reports from delivery personnel
 - write promotional materials, detailed operational itineraries, staff checklists and customer briefings
- numeracy skills to calculate nett costs and sale price, numbers of required resources and statistics of customer satisfaction
- planning and organising skills to develop and coordinate a range of recreational activities
- problem-solving skills to identify and respond to a range of threats and hazards associated with various recreational activities.

Required knowledge

- the components of various recreational activities and resources required to deliver them
- complete details of regulations, permit and licensing requirements for the operation of recreational activities
- public liability responsibilities for customers engaging in recreational activities including:
 - 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. This would include:
 - employer responsibilities to provide a safe workplace
 - individual employee responsibilities for ensuring safety of self and following safety directions
- threats and hazards associated with specific activities, risk assessment and control mechanisms
- environmental impacts and minimal impact practices to be considered by customers when engaging in in-house recreational activities
- a range of formats for and inclusions of:
 - operational itineraries and schedules
 - operational checklists and briefings
 - report templates
 - customer surveys.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- identify, develop and coordinate multiple recreational activities to meet the needs of differing customer groups
- evaluate and improve activities over a period of time
- consider and plan for potential safety and organisational risks
- identify and adhere to all regulatory requirements for recreational activities.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated resort, holiday park, cruise ship or attraction business operation for which recreational activities are developed, implemented and evaluated
- 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 the management of recreational activities including:
 - operational itineraries and schedules
 - operational checklists and briefings
 - report templates.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of a portfolio, prepared by the individual, incorporating documents used to develop in-house recreational activities
 - operations itinerary used for planning
 - activity costings
 - risk assessments – safety and general
 - details of regulations, permit and licensing requirements for the operation of the activity

- details of resource required to deliver the activity
- promotional materials
- exercises so the individual can develop a range of documents for the use of delivery personnel and participants:
 - operational itineraries
 - resource checklists for personnel
 - briefings for personnel and customers
 - participant waiver and indemnity forms
 - customer surveys
 - templates for reporting
- use of case studies and problem-solving exercises so the individual can suggest methods for controlling threats to activity operation
- evaluation of a report developed by the individual outlining the success of activities and suggestions for improvements
- written and oral questioning to assess knowledge of regulatory requirements including public liability and work health and safety responsibilities
- review of portfolios of evidence and third-party workplace reports of the individual's on-the-job performance.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- BSBWRT401A Write complex documents
- SITTTOP401 Allocate tour or activity resources
- SITTTSL304 Prepare quotations
- SITTTSL305 Process reservations
- SITXHRM401 Roster staff
- SITXWHS301 Identify hazards, assess and control safety risks
- SITXWHS401 Implement and monitor work health and safety practices.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Recreational activities may include:

- creative activities, e.g. art, dance, music, drama
- educational activities
- fishing
- games
- health and fitness activities
- orienteering
- bushwalking
- sports, both team and individual
- storytelling
- treasure hunts
- water based sports.

Regulatory or licensing requirements may include:

- insurance coverage
- council or statutory permission for certain activities, use of facilities or venues
- legal compliance for activities and where they may be undertaken such as using jet skis, speed boats, off road vehicles etc
- work health and safety, public liability and duty of care
- operation of equipment and vehicles
- permits and licences required for specific activities such as fishing and diving
- qualifications and licences required for personnel delivering or supervising activities.

Personnel may include:

- personnel to conduct, control, direct, supervise and deliver the activity:
 - employees
 - contractors
 - guides
 - recreation instructors
 - entertainers
 - performers
 - subject matter specialists or experts.

Resource may include:

- 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
 - water based and other sports
 - treasure hunt prizes
 - vehicles, vessels.
- Threats and hazards*** may include:
- bushfires
 - excessive cost of supply
 - faulty equipment
 - illness or accidents
 - inability to obtain permits
 - inclement weather
 - interaction with marine and wild life
 - lack of customer interest
 - rough seas
 - transport failure
 - unavailability of personnel.
- Activity information*** may include:
- flyers and marketing materials
 - information sheets and timetables
 - participant costs
 - schedule of activities
 - operational itineraries
 - resources allocated to the activity.
- Checklists and briefings*** may include:
- checklists to ensure:
 - equipment is serviceable
 - all resources are available
 - activity is set up for correct participant numbers
 - standard customer briefings on:
 - 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.
- Activity documentation** may include:
- staffing rosters
 - schedules allocating specific duties
 - schedules allocating specific physical resources
 - participant numbers, names and profiles
 - invoices and receipts
 - participant waiver and indemnity forms
 - customer surveys
 - templates for reporting.
- Success of activities** may relate to:
- 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 values such as environmental education and sustainability.

Unit Sector(s)

Tourism

Competency Field

Planning and Product Development