



**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:	<ul style="list-style-type: none"> <li>• interpret complex regulatory documents, customer satisfaction surveys, and operational reports from delivery personnel.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• prepare promotional materials, detailed operational itineraries, staff checklists and customer briefings.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• discuss accurate operational information with delivery personnel.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• calculate numbers of required resources, and statistics of customer satisfaction.</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>• identify and respond to threats and hazards associated with various recreational activities.</li> </ul>
Initiative and enterprise skills to:	<ul style="list-style-type: none"> <li>• evaluate the success of various recreational activities and make improvements.</li> </ul>

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>