

Hospitality and Tourism Industry



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INDUSTRY AREA COVERAGE:

GROUP	CLASS	DESCRIPTION
281	-	Motor Vehicle and Part Manufacturing
	2812	Caravan Manufacturing
531	-	Motor Vehicle Retailing
	5313	Trailer and Caravan Dealing
571	-	Accommodation
	5710	Accommodation including Caravan Parks
572	-	Pubs, Taverns and Bars
	5720	Pubs, Taverns and Bars
573	-	Cafes and Restaurants
	5730	Cafes & Restaurants
574	-	Clubs (Hospitality)
	5740	Clubs (Hospitality)
612	-	Road Passenger Transport
	6121	Long Distance Bus Transport (Coverage of Tourist coach service, long distance).
	6122	Short Distance Bus Transport – including Tramway (Coverage of Tourist coach service, short distance).
630	-	Water Transport
	6301	International Sea Transport (Coverage of Ocean cruise services (between domestic and foreign ports).
	6302	Coastal Water Transport (Coverage of Ocean cruise services (between domestic ports).
	6303	Inland Water Transport (Coverage of Cruise operation (river, harbour or lake; with or without restaurant facilities).
640	-	Air and Space Transport
	6401	Scheduled International Air Transport (Coverage of Air transport terminal operation (for scheduled international air transport; except airports).
	6402	Scheduled Domestic Air Transport (Coverage of Air transport terminal operation (for scheduled domestic air transport; except airports).
664	-	Other Services to Transport
	6641	Travel Agency Services
923		Parks and Gardens
	9231	Zoological and Botanic Gardens
932	-	Gambling Services
	9322	Casinos
933	-	Other Recreation Services
	9330	Other Recreational Services (Coverage of Amusement park or arcade operation).

- * ANZSIC Group - Australian New Zealand Standard Industrial Classification
 ** n.e.c. - not elsewhere classified



WORKSAFE

Occupational health and safety issues to be addressed in staff induction and training include:

- Responsibility of employers and employees
- Hazard identification
- Manual handling
- Slips and falls
- Machinery and equipment
- Electricity
- Hazardous substances
- Contact dermatitis
- Heat stress
- Burns and cuts
- Emergency evacuation procedures
- The right to refuse work
- Use of electrical equipment, sharp tools, heat, hot liquids
- Noise, cleaning and maintenance of surfaces
- Hazardous materials
- Disposal of waste
- Equipment use, safety and storage
- Personal protective equipment
- Safe work procedures

For further information on the occupational health and safety guidelines for the hospitality and Tourism industry, refer to <http://www.safetyline.wa.gov.au/>

NATIONAL BODIES

Services Industries Skills Australia (Service Industry Skills Council)

TRAINING PACKAGES

Training Packages covered by this industry are:

Hospitality - (THH02)

Tourism - (THT02)

Caravan Industry Training Package - (THC04)

THE HOSPITALITY TRAINING PACKAGE - (THH02)

The Training Package is designed to address the training needs of people working in the tourism and hospitality industry. The integrated package covers the following hospitality areas – Housekeeping, Food and Beverage, Catering, Cookery, Front Office, Asian Cookery, Hospitality Operations, Kitchen Operations, Patisserie, Supervision and Hospitality Management.

Status Endorsed

QUALIFICATIONS

Cross-Industry Hospitality


National Code	Qualification Name
THH51202	<u>Diploma of Hospitality Management</u>
THH60202	<u>Advanced Diploma of Hospitality Management</u>

Hospitality Operations

National Code	Qualification Name
THH11002	<u>Certificate I in Hospitality (Operations)</u>
THH21802	<u>Certificate II in Hospitality (Operations)</u>
THH33002	<u>Certificate III in Hospitality (Operations)</u>
THH42602	<u>Certificate IV in Hospitality (Supervision)</u>

Kitchen Operations

National Code	Qualification Name
THH11102	<u>Certificate I in Hospitality (Kitchen Operations)</u>
THH22002	<u>Certificate II in Hospitality (Kitchen Operations)</u>
THH21702	<u>Certificate II in Hospitality (Asian Cookery)</u>
THH31502	<u>Certificate III in Hospitality (Commercial Cookery)</u>
THH31602	<u>Certificate III in Hospitality (Patisserie)</u>
THH32902	<u>Certificate III in Hospitality (Catering Operations)</u>
THH33102	<u>Certificate III in Hospitality (Asian Cookery)</u>
THH41302	<u>Certificate IV in Hospitality (Commercial Cookery)</u>
THH41402	<u>Certificate IV in Hospitality (Patisserie)</u>
THH42502	<u>Certificate IV in Hospitality (Catering Operations)</u>
THH42702	<u>Certificate IV in Hospitality (Asian Cookery)</u>



More information on the Hospitality Training Package, its qualifications and Units of Competency can be found on the following website:

http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THH02/volume/THH02_1
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THH02/volume/THH02_2
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THH02/volume/THH02_3
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THH02/volume/THH02_4
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THH02/volume/THH02_5

Tourism Training Package – (THT02)

The integrated package covers the following tourism areas – Tourism Operations, Travel, Tour Wholesaling, Visitor Information Services, Attractions and Theme Parks, Guiding, Natural and Cultural Heritage, Events, Sales and Marketing, Marketing and Product Development and Tourism Management.

Status – Endorsed

QUALIFICATIONS

Cross Industry Tourism

National Code	Qualification Name
THT20502	<u>Certificate II in Tourism (Operations)</u>
THT31002	<u>Certificate III in Tourism (Operations)</u>
THT40102	<u>Certificate IV in Tourism (Sales & Marketing)</u>
THT40202	<u>Certificate IV in Tourism (Operations)</u>
THT50102	<u>Diploma of Tourism (Marketing and Product Development)</u>
THT50302	<u>Diploma of Tourism (Operations Management)</u>
THT60102	<u>Advanced Diploma of Tourism Management</u>

Indigenous Culture

National Code	Qualification Name
THT10102	<u>Certificate I in Tourism (Australian Indigenous Culture)</u>

Meetings and Event Management

National Code	Qualification Name
THT30102	<u>Certificate III in Meetings and Events</u>
THT50202	<u>Diploma of Event Management</u>

Sector Specific Tourism

National Code	Qualification Name
THT30202	<u>Certificate III in Tourism (Retail Travel Sales)</u>
THT30302	<u>Certificate III in Tourism (International Retail Travel Sales)</u>
THT30502	<u>Certificate III in Tourism (Tour Wholesaling)</u>
THT30602	<u>Certificate III in Tourism (Visitor Information Services)</u>

THT30702	<u>Certificate III in Tourism (Attractions and Theme Parks)</u>
THT30902	<u>Certificate III in Tourism (Guiding)</u>
THT40302	<u>Certificate IV in Tourism (Guiding)</u>
THT40402	<u>Certificate IV in Tourism (Natural and Cultural Heritage)</u>

More information on the Tourism Training Package, its qualifications and the Units of Competency can be found on the following websites:

http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THT02/volume/THT02_1
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THT02/volume/THT02_2
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THT02/volume/THT02_3
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THT02/volume/THT02_4
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THT02/volume/THT02_5

Implementation Kits for Training packages can be found at:
<http://www.training.wa.gov.au/training/content-training-packages.asp>

WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES

- Hospitality and Tourism is one of Australia's fastest growing industries
- Skills shortage of qualified cooks
- High attrition rates among chefs, cooks and travel agency supervisors and senior travel consultants
- Good basic entry level hospitality skills required
- Increasing part time and casual work, with a large percentage of young, female and part-time employees
- Highly mobile workforce with high staff turnover rates
- Reported literacy and numeracy shortfalls in graduates and job applicants
- Emerging Host tourism market such as bed and breakfast, farmstay, chalets, retreats etc
- Increasing used of information technology
- Growth in tourism development, particularly in SW Western Australia
- Travel sector is recognised as a high stress environment
- Choosing to work in the Hospitality and Tourism industry is often about choosing lifestyle options

INDUSTRY ORGANISATIONS/ASSOCIATIONS

- Allied Liquor, Hospitality, Miscellaneous Workers Union
- Australian Culinary Federation (ACF)
- Catering Institute of Australia (WA)
- Meetings Industry Association of Australia (WA) Inc
- Restaurant and Caterers' Industry Association
- Australian Hotels Association WA Branch
- Pacific Asian Travel Association
- Tour Guides Association (WA) Inc
- Tourism Council WA
- Taxi Council Western Australia



LICENSING OR REGULATORY REQUIREMENTS

- Australian Tourism Training Review Panel (ATTRP) Accreditation required for training organisations delivering Certificate III in Tourism (International Retail Sales) – to meet licensing requirements for Travel Agents as required by the Ministry of Fair Trading.
- Liquor Licensing Act (1988) requires licensees and managers to have undertaken an Approved Managers Training Program.
- Crowd Control Agents who act as Security in hospitality establishments, including Door people are required to hold a Licence

TRAINING ENVIRONMENT / ISSUES

Suggested Equipment and Resource Lists

Appendix G of the Training Package contains equipment and resource lists to verify that training providers have a range of equipment and resources to deliver training in particular areas. Areas that are covered are office based skills, tour operations and guiding, attractions and theme parks, meetings and events, merchandise sales, technical and maintenance services, food and beverage, front office, housekeeping, commercial cookery, catering, patisserie, asian cookery. It should be noted that these are the minimum resources that a training provider should have to deliver training for these sectors. The quantities of each resource needs to be sufficient to ensure adequate skills practice for each student. This may mean that some resources could be shared; however, it generally means that there are sufficient numbers for each student in the class. Domestic grade appliances are not sufficient and high ratios of students to equipment do not provide the necessary industry training experience.

Importance of an Industry Training Environment

Throughout all areas of the hospitality and tourism industry it is essential for training to be based in the work place or include significant periods of structured work experience placements. The diverse and integrated skill requirements of the workplace and unique workplace expectations such as hours of work, working in teams, speed and quality standards cannot be adequately simulated in the classroom. Training in Attractions and Theme Parks, Guiding and Tour Operations particularly require an emphasis on work based training with minimal classroom based programs.

Training safety issues

In addition to the general occupational safety issues that apply to industry training environments particular safety issues of concern for the hospitality and tourism industry are:

- Food preparation areas must satisfy the requirements of the Health Food Hygiene Regulations 1993. A National Food Standards Code may be implemented in the future.
- Minimum age limits apply to people working in premises serving alcohol and in gaming establishments.
- Training of staff in the responsible service of alcohol is essential to address public liability and general safety consequences associated with alcohol consumption.



Other Important Issues

- TAFE and private provider training is available (Certificate and Diploma levels with traineeships also available).
- Low levels of formal education qualifications in the workforce, with comparatively low expenditure on training by industry.
- Future skills requirements in the hospitality and tourism industry will be affected by increased focus on quality service, growth in backpacker, independent traveller and special interest tourism markets, easier entry to Australia by visitors, growth in conventions, automation in hotels and restaurants, liquor licence reviews, changes in consumer dining patterns and tastes, growth in accommodation types and new tourist developments.
- Changes to national Food Hygiene Regulations will impact on work practices and training provision once adopted nationally.
- More flexible delivery (modules) desirable, particularly for regional employees.
- More entry level, basic hospitality skills required (lifting of service standards).
- Greater promotion of hospitality and tourism career paths to the community in general
- Greater emphasis on on-the-job experience and training with an emphasis on job-ready skills by employers.
- Travel sector training will be influenced by rapid changes in technology as well as a greater emphasis on legal responsibilities such as duty of care and risk management becoming more important.
- Meeting consumer wants and needs will have a greater focus.
- All sectors emphasise customer service, interpersonal and communication skills
- Reported literacy and numeracy shortfalls in graduates and job applicants.
- Need for short courses or just in time training for employers and small business in areas such as management, marketing, sales, desktop publishing, reception, computer skills, administration systems and accounts.
- Emerging host tourism markets such as bed and breakfast stays, farmstay, chalets, retreats etc and the need to provide training based on components from training packages.
- Approved Managers program is only delivered by three registered training organisations in WA. Approval to deliver the program requires the support of the Industry Training Council and the Director of Liquor Licensing.

HIGH RISK TRAINING CONCERNS

General Comments

Packaging units of competency for a qualification

Qualifications may be achieved in a number of ways, but however they are gained they must be based on the achievement of a package of competency standards. Each qualification must be made up of core and elective units. The core units for each qualification ensure the integrity of the qualification and the electives chosen provide the flexibility. Electives chosen must be selected so that the qualification outcome is in accordance with the distinguishing features of the Australian Qualifications Framework. Individual competencies have not been placed at an AQF level as they may be appropriate at a number of levels (for guidance refer to Appendix C in Volume I), however it is the combination of units that determines the level of a qualification rather than individual units. It should be noted that regardless of the level of the qualification, the scope and depth of skills and knowledge remains the same and must be assessed as such. In higher level qualifications, the achievement of particular service related skills requires the addition of other units of competency (Refer to Appendix E of Volume 1).

Format of Qualifications


Each qualification must list all the units of competence required for that particular qualification. This means that the core units for a Certificate II in Tourism (Operations) still appear as core units of competence for a Diploma of Tourism (Operations Management). This is called embedding and ensures a complete range of skills are required to achieve each qualification and that higher level qualifications focus on management or supervisory skills also contain hands on or practical skills. This nesting or embedding also takes away the requirement to rely on references to pre-requisites or entry requirements for each successive qualification. Where there is a pre-requisite requirement, this is reflected in the national qualification so that **all** required units are explicitly stated in the core of each qualification

Linkages to Other Units and Pre-requisites

It should be noted that individual units of competence may include pre-requisite or co-requisite units of competence that need to be achieved either prior to or in conjunction with a particular unit of competence. In the selection of electives, pre-requisite requirements for each elective should be checked when structuring a course. This is an important consideration in the delivery of national qualifications as is the sequence of achieving the units of competence. The evidence guides for each unit of competency also identify other units of competency that are closely linked and may be assessed concurrently. Appendix D contains all essential pre-requisites or co-requisites for all units of competency. As well, there may be recommended units or appropriate units of competency and these are contained within the evidence guide of each unit of competency.

Customisation of Qualifications

Qualifications may be customised by including elective units of competency from a range of areas including other relevant training packages. It is possible to achieve a general or specialist outcome through the selection of units that focus on a particular specialist outcome or units that cover a wider more generalist range of skills. When units are selected from other packages the assessment requirements of those packages are the requirements that need to be met. Some units from the National Assessment and Workplace training package must be achieved in holistic clusters and count for one unit of competency within a



qualification. This allows for the acquisition of training and assessment skills without impacting on the selection of sufficient industry specific units.

The following clusters apply

*BSZ405A + BSZ407A + BSZ408A (= one cluster)

*BSZ401A + BSZ402A + BSZ403A (= one cluster)

Attractions and Theme Parks

By their very nature Attractions and Theme Parks are unique and their operation requires a diverse range of skills, sometimes from industries other than tourism such as horticulture, museums, mining, agriculture, retail and music to name a few. The qualifications for Attractions and Theme Parks are very flexible and can be tailored for particular outcomes. The inherent uniqueness of attractions also means that training delivery and assessment often takes place within the workplace and traditional based classroom based programs are less appropriate than for any other sector.

Guiding and Tour Operations

Guide training is absolutely necessary to be practically based with minimal classroom delivery and this is supported and emphasised by the Guiding Associations. Acquisition of skills must take place through consistent practice within and around actual tourism locations and use appropriate transport to reflect industry practice. These will vary according to the type of guiding and local context. Courses should ideally include practical activities for a large number of local tourism sites and tourism routes. The knowledge required by guides should always be assessed in the context of how a guide needs to develop and update information and how that information is provided to customers. The qualification in Natural and Cultural Heritage Guiding demonstrates the broad range of skills and knowledge required by guides operating in this area. The ecotourism guide certification program run by the Ecotourism Association of Australia is linked to the qualifications.

Meetings and Events

The increased prominence of the events sector in recent years has made careers in event management extremely popular. Care needs to be taken to ensure that there is sufficient industry demand for graduates before new courses are developed. It should be noted that courses that are developed for this sector meet the requirements of industry and should not be based solely on business or management qualifications.

Retail Travel

Innovative arrangements for delivery should be negotiated with industry to maximise positive outcomes for course graduates. Flexible and innovative delivery is needed in this area.

Tour Wholesaling

Involvement of industry in the delivery of training is essential.

Visitor Information Services

Visitor information centres are found in regional areas and require flexible training and assessment options to meet the needs of this sector.



Wine Tourism

People working in wineries now require an increasing number of tourism related skills. Certificates II and III in Tourism (Operations) can be customised to suit the needs of winery staff with tourism responsibilities. At the higher levels, selection of electives relating to wine means tourism qualifications are also suitable for those involved in marketing and management.

The unit relating to the responsible service of alcohol (THHBFB09B) is a requirement in all qualifications where the job outcome involves the service of alcohol. This unit covers the skills and knowledge required to meet partial licensing requirements and legal obligations in WA, however careful attention needs to be paid to the Unit Descriptor, which emphasises the need to liaise with the regulatory body when developing training in this area.

Food and Beverage

The art of good coffee making is becoming increasingly more prominent within the hospitality industry. Qualifications allow for the selection of electives in coffee making. The unit relating to the responsible service of alcohol (THHBFB09B) is a requirement in all qualifications where the job outcome involves the service of alcohol. This unit covers the skills and knowledge required to meet partial licensing requirements and legal obligations in WA, however careful attention needs to be paid to the Unit Descriptor, which emphasises the need to liaise with the regulatory body when developing training in this area. A wider range of wine related skills caters for a number of job outcomes including sommeliers, wine outlet managers and cellar door sales. These qualifications can include importation of relevant units of competence from the Food Processing (Wine Sector) Training Package.

Front Office

This sector of the industry is where the integration of tourism and hospitality industries is the most evident. Office based skills, reservations, sales and language skills are required in both contexts and the selection of electives from tourism is encouraged. This is an area that requires generic skills such as telephone communication, clerical and computer skills.

Gaming


Not to be delivered in WA unless specific reference to the ITC and the Department of Racing Gaming and Liquor is made and approval provided by the Department of Racing Gaming and Liquor.

Housekeeping

Selection of elective units from the Asset Maintenance Training Package, which includes a range of competencies related to cleaning services, is important in achieving housekeeping outcomes. Use of competencies from the Asset Maintenance Training Package ensures that there are sufficient units of competence for a guest services outcome for any style of accommodation establishment.

Commercial Cookery

Preserving the integrity of the Certificate III in Hospitality (Commercial Cookery) is important as this qualification is recognised as the traditional trade qualification. There is an industry expectation that this qualification will include a significant period of work experience in a



commercial kitchen to achieve the relevant competencies. Qualifications may be achieved through the traditional apprenticeship pathway consisting of four years work experience concurrent with off the job training or by more flexible arrangements such as skills recognition. **However, work experience is considered by the industry as essential for the achievement of competence in this area.** This experience could be undertaken before, during or after a period of off the job training but must come prior to the issuing of the qualification. To achieve and demonstrate integration of kitchen based skills in assessment, there are two new holistic units at different levels, which require the combination of cookery and organisational skills and to provide evidence of this integrated performance on a minimum number of occasions. This minimum number of occasions for Certificate II is twelve (12) times and for Certificate III is forty eight (48) times. In practical terms this means that the student must have had a period of experience in a fully operational commercial kitchen to be competent in these units. Evidence of skills demonstration would be provided from substantially more than the minimum number of occasions stated. Certificate III in Hospitality (Commercial Catering) is not recognised as a trade qualification. The qualification has many units in common with the traditional Cookery trade qualification, however to achieve a cookery qualification, additional units and work experience must be undertaken. Food safety appears in all kitchen related units of competence. In addition, there are specific food safety units based on the HACCP system and which fall within national food safety standards.

Leadership, Management, and Project Based Skills

Completion of projects is an ideal mechanism for training and assessment of these units irrespective of whether the student is working or not. The use of projects allows the integration of multiple units of competence and the involvement of multiple candidates. It also addresses the need for assessment to be carried out over time while ensuring coverage of the monitoring aspects of many management competencies. Portfolios of evidence showing real workplace documents or evidence of completed projects are appropriate if the candidate is already working.

Office Based Skills

A fully equipped office environment provides optimum conditions for assessment. In an off the job training situation, the creation of a practice office to undertake a range of typical industry functions under normal workplace conditions such as providing destination information, issuing tickets, taking reservations, making bookings or processing registrations is appropriate.

Training and Assessment in Remote and Regional Areas

Training and assessing of students in regional areas requires innovative approaches to training and delivery and should include the involvement of industry to a large extent. Failure to make the maximum use of industry in regional areas should be closely scrutinised and referred to the Industry Training Council for justification.

Training and Assessment Issues for Schools

Implementation of the Training Package within the school sector needs to ensure the following

- ◆ **Currency of skills and knowledge of those charged with training and assessment of students, particularly that it is industry current knowledge and experience.**

- Access to industry current equipment, facilities and training resources so that students are acquiring a realistic view of the work and conditions within specific sectors of the industry.
- Comprehensive coverage of underpinning skills and knowledge as delineated within the competency standards
- Appropriateness of learning and assessment experiences to ensure that these are current, realistic, relevant, authentic, holistic and integrated rather than atomistic and remote.
- Industry involvement is critical since this is where trainees will ultimately end up as employees

Languages other than English (LOTE)

The competency standards for LOTE are generic and can be customised to different languages. The standards describe language skills and knowledge required in the service industry and are strongly based on job functions ranging from meet and greet to writing menus and itineraries or delivering a tour commentary. The essential feature is that they are designed to be assigned to jobs and not aligned to AQF levels.

CARAVAN TRAINING PACKAGE - (THC04)

The Caravan Training Package is designed to address the training needs of the caravan industry and includes the manufacturing, servicing, accessory retailing of caravans, and caravan park operations.

Status – Endorsed

QUALIFICATIONS

Caravan Parks

National Code	Qualification Name
THC20404	<u>Certificate II in Caravan Park Operations</u>
THC30404	<u>Certificate III in Caravan Park Operations</u>
THC40404	<u>Certificate IV in Caravan Park Supervision</u>
THC50404	<u>Diploma of Caravan Park Management</u>

Recreational Vehicle and Accessories Retailing

National Code	Qualification Name
THC20304	<u>Certificate II in Recreational Vehicle & Accessories Retailing</u>
THC30304	<u>Certificate III in Recreational Vehicle & Accessories Retailing</u>
THC40304	<u>Certificate IV in Recreational Vehicle & Accessories Retailing</u>

Recreational Vehicle Manufacturing

National Code	Qualification Name
THC20104	<u>Certificate II in Recreational Vehicle Manufacturing</u>
THC30104	<u>Certificate III in Recreational Vehicle Manufacturing</u>

THC40104	Certificate IV in Recreational Vehicle Manufacturing
THC50104	Diploma of Recreational Vehicle Manufacturing

Recreational Vehicle Servicing

National Code	Qualification Name
THC20204	Certificate II in Recreational Vehicle Servicing
THC30204	Certificate III in Recreational Vehicle Servicing
THC40204	Certificate IV in Recreational Vehicle Servicing

Tourism

National Code	Qualification Name
THT10102	Certificate I in Tourism (Australian Indigenous Culture)

More information on the Caravan Training Package, its qualifications and the Units of Competency can be found on the following website:

http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THC04/volume/THC04_1
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THC04/volume/THC04_2
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THC04/volume/THC04_3
http://www.ntis.gov.au/Default.aspx?/TrainingPackage/THC04/volume/THC04_4

Implementation Kits for Training Packages can be found at:

<http://www.training.wa.gov.au/training/content-training-packages.asp>

WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES

- Hospitality and tourism is one of Australia's fastest growing industries
- Strong growth in demand for caravan park accommodation reflecting the growth in domestic travel. The increasing numbers of retirees are pursuing their ambition for travelling Australia and international events have reduced the popularity of over seas travel.


INDUSTRY ORGANISATIONS/ASSOCIATIONS

Caravan Industry Association – Western Australia

LICENSING OR REGULATORY REQUIREMENTS

IMPORTANT DISCLAIMER

Licensing and registration requirements that apply to specific industry, and vocational education and training, vary between each State and Territory, and can regularly change. The developers of this training package, and DEST, consider that the licensing / registration requirements described in this section apply to RTOs, assessors, or candidates with respect to this Training Package. While reasonable care has been taken in its preparation, the developers of this Training Package and DEST cannot guarantee that the list is definitive or



accurate at the time of reading. The information in this section is provided in good faith on that basis.

Contact the relevant State of Territory Department(s) to check if the licensing/registration requirements described below still apply, and to check if there are any others that must be complied with.

In the Caravan Industry Training Package, some individual competency standards may be subject to licensing arrangements. Other standards may require licences for those responsible for delivery and assessment. Competency standards where licensing arrangements may be relevant include those dealing with

- Using LP gas or putting in place tubing and fittings for the use of LP gas
- Operations of vehicles, machinery and equipment such as chainsaws, motor vehicle, tractors, forklifts and earthmoving machinery
- Driving or transporting of machinery and equipment on public roads
- Firearms
- Chemical purchase and use
- Access to and activities on private or protected lands
- Management activities related to particular animal and plant species
- Wast water
- Soil disturbance and conservations
- Irrigation
- Water allocations
- Underground water
- Landscape construction
- Natural bush clearing

TRAINING ENVIRONMENT / ISSUES

The wide scope of the Caravan Training package presents a range of training environment issues. Training in the manufacturing stream requires consideration for all the safety standards that apply to light manufacturing with material including metal, plastics, timber and paint. Further more vans must be manufactured to standards that apply to road vehicles while gas and electric installations must conform to licensing requirements.


Training in the servicing stream requires a training environment similar to an automotive repair facility with additional focus on the safe servicing of gas and electrical installations.

Training in the retail stream requires access to appropriate retail computer and sales equipment.

Training in caravan park operations and management may include the use of a wide range of equipment and the safety requirements associated with the operation of a caravan park eg. safe cleaning practices, provision of gas and electricity and swimming pool safety.

Given the breadth and depth of coverage of the Caravan Training Package, it is unlikely that any one training provider could demonstrate the range of resources required to provide adequately full coverage of the training package qualifications.

It should be noted that the new Caravan Training Package contains one additional qualification, this being the Diploma of Recreational Vehicle Manufacturing (a newly developed qualification). Inclusion of the Certificate I in Tourism (Australian Indigenous Culture) and Certificate I in Hospitality Operations demonstrate suitable pathways to a



Certificate II with appropriate electives. The Advanced Diploma of Tourism Management is deemed an appropriate higher level qualification with Caravan Park operations electives.

There are 14 qualifications, arranged in four sector streams of

- Recreational Vehicle Manufacturing
- Recreational Vehicle Servicing
- Recreational Vehicle and Accessories Retailing
- Caravan Park Operations

The Caravan Parks stream is divided into two areas – Caravan Park Office and Parks, Grounds and Maintenance.

Irrespective of how qualifications are gained, the packaging of units of competency into certificates is based on workplace requirements with qualifications aligned to real jobs in the industry

Choice of the electives selected should meet the job outcomes sought by the candidate and meet the needs of the industry. There is no Certificate I in the Caravan Training Package qualifications as there are no job outcomes at this level. However, suitable pathways to a Certificate II may be achieved as follows –

- Recreational Vehicle Manufacturing and Servicing areas – with relevant units related to general work skills such as measuring, calculating, use of tools and equipment, planning and organising daily work and reading plans and specifications
- Caravan Parks – with completion of Certificate I in Tourism (Australian Indigenous Culture) or Certificate I in Hospitality (Operations) and careful selection of electives, relevant to a caravan park context.

A suitable higher level qualification for Caravan Parks would be the Advanced Diploma of Tourism Management.


Caravan Industry Qualifications may be contextualised by including elective units from a range of areas including other Training Packages. The packaging maximises choice, giving individuals and enterprises the opportunity to combine competencies in ways that suit them. However, it should be noted that some qualifications are quite prescriptive to reflect the specific skills required in that sector and at the particular level.

Pre-requisites have been kept to a minimum and are generally identified in the Evidence Guides of the individual units of competence; however, RTOs should check carefully the preceding qualification to ensure that pre-requisites are picked up. A table showing pre-requisite requirements for all units is found in Appendix D of the Hospitality and Tourism Training Package. Where units have been imported from other Training packages, these may have pre-requisites and RTOs should if necessary contact the relevant Skills Council to clarify any requirements concerning pre-requisites.

HIGH RISK TRAINING CONCERNS

Skill Recognition

The required standards need to be applied in the collection and assessment of evidence in Recognition of Current Competency processes. It is important for skill recognition processes to be documented and comprehensive evidence maintained. Due to the traditional lack of formal training in this industry, training processes and the value of training is generally not



well understood. Unfortunately training providers may not be as diligent as they should be in implementing skill recognition processes.

Safety Issues

There are significant safety issues associated with the caravan industry such as:

- caravan construction for safe towing at high speed
- Gas and power installations.

Training providers must appropriately address these issues in the delivery and assessment of qualifications for this training package. The revised training package provides guidance on these matters.

Leadership, Management, and Project Based Skills

Completion of projects is an ideal mechanism for training and assessment of these units irrespective of whether the student is working or not. The use of projects allows the integration of multiple units of competence and the involvement of multiple candidates and addresses the need for assessment to be carried out over time and ensures coverage of the monitoring aspects of many management competencies. Portfolios of evidence showing real workplace documents or evidence of completed projects are appropriate if the candidate is already working.

Training and Assessment in Remote and Regional Areas

Training and assessing of students in regional areas requires innovative approaches to training and delivery and should include the involvement of industry to a large degree. Failure to make the maximum use of industry in regional areas should be closely scrutinised and referred to the Industry Training Council for justification.

Tourism Units of Competence

The units of competency drawn from the tourism training package need to be contextualised for the caravan industry.

Licensing Arrangements

There are currently no impediments to achievement of Certificates in Recreational Vehicle Manufacturing and Servicing, due to State/Territory Licensing requirements. Achievement units involving LP Gas which are restricted under most licensing arrangements are electives and may be achieved in those States where licensing requirements permit. The unit THCMAN01B Build a recreational vehicle should only be undertaken where suitable welding units are also undertaken. These are listed in the unit of competence and RTOs are advised to seek assistance and advice from the ITC if unclear on the issues that need to be addressed.

VET in Schools

Certificate II in Caravan Park Operations would be the most appropriate qualification for VET in schools programs. A pathway to Certificate II could be provided by the following certificates, as there would be significant credit transfer:

Certificate I in Tourism (Australian Indigenous Culture) or
Certificate I in Hospitality (Operations)

NOTE:

Certificate I in Tourism (Australian Indigenous Culture) is not endorsed as part of the Caravan Industry Training Package, but is included for your convenience as it provides a relevant pathway to a Certificate II in Caravan Park Operations.