

**Title: Operation and Maintenance of a Recreational and Tourist Site**

**Code:** 4730

**Credits:** 48

**Duration:** 720 hours

**Training sector:** Land Use Planning and the Environment (08)

**Certification of studies:** Skills Training Certificate (STC) (awarded exclusively by recognized educational institutions)

**Authorized in:** 2010

**Mandated school service centres or school boards:** Service régional de la formation professionnelle en Outaouais

**Participating school service centres or school boards:** des Monts-et-Marées, des Hauts-Bois-de-l'Outaouais, des Draveurs, des Portages-de-l'Outaouais

**Occupation:** Operator and maintenance attendant in recreation and tourism

**Program of study objectives:** Operators and maintenance attendants in recreation and tourism must acquire the skills necessary to maintain and repair facilities, infrastructures, on-site equipment and materials. In addition, the program of study ensures students are prepared to maintain the premises clean and safe. In general, and particularly for small businesses, the program of study aims to develop students' abilities for welcoming customers, ensuring quality service while also receiving feedback, dealing with requests as well as complaints from customers during their stay on the site.

**Conditions of admission:**

To be eligible for admission to the *Operation and Maintenance of a Recreational and Tourist Site* program, candidates must satisfy the following requirements:

- 1** Have obtained at least Secondary III credits or the equivalent in the language of instruction, second language and mathematics
    - or** Have obtained an Attestation of Equivalence of Secondary V Studies (AESS)
    - or** Have successfully completed the General Development Test (GDT) with or without specific prerequisites
  - 2** Have interrupted their full-time studies for at least 12 months
    - or** Are 18 years old when entering training
    - or** Have obtained a Secondary School Diploma (SSD) or a Diploma of Vocational Studies (DVS) or their equivalent
    - or** Meet the eligibility conditions of Emploi-Québec's workforce training measure
- This program is accessible via the [TCST-STC bridge](#).

**PROGRAM OF STUDY CONTENT**

AEP Code	Statement of the Competency	Hours
AEP 730-012	Determine their suitability for recreation and tourism	30
936-282	Communicate in the workplace	30
AEP 730-032	Use a computer in the workplace	30
AEP 730-042	Perform simple tasks related to site administration	30
AEP 730-052	Provide quality customer service	30
936-212	Apply occupational health and safety rules	30
AEP 730-073	Maintaining appliances that use propane gas	45
AEP 730-084	Perform minor maintenance and repair work on buildings and infrastructures	60
AEP 730-094	Perform minor carpentry maintenance and repair work	60
AEP 730-103	Understand fishing, hunting and trapping techniques	45
AEP 730-111	Provide tourist information	15
AEP 730-122	Use French in the workplace	30
737-034	Use materials, tools and light motorized and non-motorized equipment	60
AEP 730-146	Perform minor maintenance and repair work on light vehicles and motorized equipment	90
AEP 730-152	Interpret laws and regulations relating to a recreational and tourist site	30
737-043	Provide assistance to people in need	45
AEP 730-174	Enter the workforce	60

Recognition of prior learning and acquired competencies is possible for students who enrolled in one of the following diplomas of vocational studies (DVS): *Protection and Development of Wildlife Habitats*, *General Building Maintenance* or *Light-Duty Vehicles Mechanics*.

**Documentation available upon request**

- Work Situation or Job Analysis Report (Rapport de l'AST ou de l'AP)
- Proposed Training Plan (Projet de formation)
- Harmonization Table (Tableau d'harmonisation)
- Program of Study (Programme d'études)
- Organizational Guide (Guide d'organisation)
- Evaluation Framework (Cadre d'évaluation)
- RAC Tools (Instrumentation RAC)