

<b>Training Package</b>	Tourism, Hospitality and Events (SIT07)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Operate an online information system</b>		
<b>Unit code</b>	<b>Competency field</b>	<b>Sector</b>	<b>HSC Indicative Hours</b>  <b>15</b>
<b>SITTTSL001A</b>	Tourism Sales and Operations	Tourism	

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to operate an online information system, which can include the internet and any intranet system. It requires the ability to determine information requirements and locate, check and download information.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
<b>Prerequisite units</b>	Nil
<b>Application of the unit</b>	<p>This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. The online system used will vary according to the organisation and industry sector but can include the internet, and any internal or external tourism information database.</p> <p>This unit has particular application to those personnel who provide tourism information as a key focus of their job role. It applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. The role is undertaken by a diverse range of people such as visitor information officers, retail travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, reservations sales agents and owner–operators of small tourism businesses.</p>
<b>Employability skills</b>	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

### 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 this Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Methods of assessment</b>	<b>Assessing employability skills</b>
<p>Evidence of the following is <b>essential</b>:</p> <ul style="list-style-type: none"> <li>ability to source and retrieve multiple types of information from an automated system, ideally as a component of integrated work activity and in response to multiple customer requests covering a range of tourism products and services</li> </ul>	<p>Assessment <b>must</b> ensure:</p> <ul style="list-style-type: none"> <li>demonstration of skills within a fully equipped industry realistic office environment using appropriate computers, printers, information systems currently used in the tourism industry to store tourism related information (the internet</li> </ul>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>evaluation of integrated activities completed by the candidate, which may include sourcing information on</li> </ul>	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit</p>

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d</b>	<b>Context of and specific resources for assessment cont/d</b>	<b>Methods of assessment cont/d</b>	<b>Assessing employability skills cont/d</b>
<ul style="list-style-type: none"> <li>• ability to manipulate the functions of the system to efficiently access the information</li> <li>• completion of activities to access and retrieve a range of information within typical workplace time constraints.</li> </ul>	<p>could be one of these) or demonstration within the applicable information provision environment for the sector, such as a conference venue for the Events sector.</p>	<p>destinations, selling products, providing quotations and issuing documents</p> <ul style="list-style-type: none"> <li>• review of information samples sourced by the candidate to meet particular customer needs</li> <li>• direct observation of the candidate using the system in response to specific requests</li> <li>• written and oral questioning or interview to test knowledge of the role of information systems within the tourism industry, system features and copyright requirements</li> <li>• review of portfolios of evidence and third party workplace reports of on the job performance by the candidate.</li> </ul>	<p>should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

<b>Required Skills and Knowledge</b>		<b>HSC Requirements and Advice</b>
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills <b>must</b> be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• basic keyboarding skills</li> <li>• electronic file handling skills, including saving, copying and printing</li> <li>• literacy skills to determine and correctly spell key search words and phrases and to read and follow online instructions for searching and downloading information.</li> </ul>	<p>The following knowledge <b>must</b> be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• role of online information systems in the tourism industry</li> <li>• functions of the information system</li> <li>• basic understanding of privacy, copyright and intellectual property requirements as they relate to copying and using online information.</li> </ul>	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>• access and retrieve information</li> <li>• extranet</li> <li>• internet</li> <li>• intranet</li> <li>• online information systems</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Access online information.	1.1 Identify information requirements.	The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording in the performance criteria is detailed below.	<p><b>Learning experiences for the HSC must address:</b></p> <p>Questioning techniques (open, closed and reflective) and active listening for identifying and clarifying information requirements.</p>
	1.2 Identify sources of information and access the correct <b><i>online information systems</i></b> in an efficient manner.	<p><b><i>Online information systems</i></b> will vary depending upon the organisation and industry sector but could include:</p> <ul style="list-style-type: none"> <li>• internet</li> <li>• intranet</li> <li>• extranet</li> <li>• organisation-designed systems</li> <li>• state and federal government tourism authority information systems</li> <li>• international government tourism authority information systems</li> <li>• computerised reservations systems.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of the role of information systems within the tourism industry.</p> <p>An understanding of the difference between:</p> <ul style="list-style-type: none"> <li>• internet</li> <li>• intranet</li> <li>• extranet.</li> </ul> <p>Knowledge of the main purpose, key features and functions, benefits and limitations of a range of online information systems including:</p> <ul style="list-style-type: none"> <li>• internet</li> <li>• intranet</li> <li>• extranet</li> <li>• organisation-designed systems</li> <li>• tourism authority systems <ul style="list-style-type: none"> <li>- state</li> <li>- federal</li> <li>- international</li> </ul> </li> <li>• computer reservation systems (CRS) <ul style="list-style-type: none"> <li>- airline</li> <li>- accommodation</li> <li>- visitor information.</li> </ul> </li> </ul> <p><i>It is not a requirement for students to be competent in the use of a CRS.</i></p> <p>Working knowledge of online information system(s) relevant to a specific tourism industry sector.</p> <p>Knowledge of any authorisation and system security requirements.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
	1.3 Select appropriate search methods for the type of <i>information</i> required.	<p><i>Information</i> may relate to a range of subjects, including:</p> <ul style="list-style-type: none"> <li>• costs</li> <li>• rates</li> <li>• commissions payable</li> <li>• general destination information</li> <li>• general product information</li> <li>• transportation</li> <li>• accommodation</li> <li>• attractions</li> <li>• events and festivals</li> <li>• schedules for any tourism product or service</li> <li>• booking requirements.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>Opportunities to search and retrieve multiple types of information covering a range of tourism products and services including:</p> <ul style="list-style-type: none"> <li>• costs</li> <li>• rates</li> <li>• commissions payable</li> <li>• destination information</li> <li>• general tourism product or service information</li> <li>• schedules for tourism product or service</li> <li>• booking requirements</li> <li>• booking conditions</li> <li>• venue facilities</li> <li>• events/festivals</li> <li>• currency</li> <li>• visa/health requirements</li> <li>• tourism destination.</li> </ul>
	1.4 Use key words and phrases to search for required information.		
	1.5 Use and manipulate the <i>features of the system</i> to access the full range of required information.	<p><i>Features of the system</i> which can be manipulated may include:</p> <ul style="list-style-type: none"> <li>• different internet search engines</li> <li>• search function of a database.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>A basic knowledge of:</p> <ul style="list-style-type: none"> <li>• an internet search engine</li> <li>• search functions of a database</li> <li>• features of an online information system specific to a particular tourism industry sector.</li> </ul>
2 Check and download information.	2.1 Ensure that the information accessed meets the required scope and purpose.		
2.2 Conduct a further search if information is insufficient.	2.3 Select the required information.		
2.4 Place an order for any information required to be purchased.			
<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of workplace/company policy in relation to requesting, ordering and purchasing information.</p>			

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
	2.5 Download and print information according to system procedures and organisation requirements.		<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of electronic file management including:</p> <ul style="list-style-type: none"> <li>• downloading</li> <li>• saving</li> <li>• copying</li> <li>• printing.</li> </ul>
	2.6 Organise information in a suitable format for use.		
	2.7 Use information in an ethical manner and according to organisation procedures and privacy, copyright and intellectual property requirements.		<p><b>Learning experiences for the HSC must address:</b></p> <p>Define:</p> <ul style="list-style-type: none"> <li>• ethical</li> <li>• privacy</li> <li>• copyright</li> <li>• intellectual property.</li> </ul> <p>A basic understanding of workplace/company and industry privacy, copyright and intellectual property requirements as they relate to copying and using online information.</p>