



Australian Government

Assessment Requirements for SITTTSL001 Operate online information systems

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- source and retrieve information using an online information system regarding each of the following:
 - destination information for:
 - one international destination
 - one Australian destination
 - booking requirements for a service
 - commission payable for a product or service
 - features and benefits of a product or service
 - rates for a product or service
 - schedules for a service
- complete information retrieval activities within commercial time constraints and deadlines determined by the customer or organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- types of online information systems:
 - computerised reservations systems (CRS)
 - internet
 - intranet
 - global distribution systems (GDS)
 - internal tourism information databases
 - international government tourism authority information systems
 - state and federal government tourism authority information systems
- features and functions of different types of online information systems:
 - payment functions
 - search functions:
 - databases
 - internet search engines

- information available from online information systems relevant to the tourism and travel industry:
 - destination information
 - tourism, travel hospitality and event products or services:
 - booking requirements
 - commission levels
 - features
 - rates
 - schedules
- aspects of state, territory or commonwealth copyright and intellectual property requirements for copying online information.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers and information systems currently used by the tourism, travel, hospitality or events industries to store product and service-related information
- internet and email
- printers
- storage for computer data
- an online information system currently used in the tourism, travel, hospitality or events industry to administer booking and operational functions
- current plain English regulatory documents describing copyright and intellectual property requirements.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>