SITTTVL007 Use a computerised reservations or operations system

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for products and services. The unit covers the required computer skills to use all system functions and capabilities and not the related sales skills, which are found in other units.

The unit applies to any business operating in the travel industry and any computerised system used to manage international or domestic product sales.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, reservations sales agents and owner-operators of small travel organisations.

The skills in this unit of competency must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Travel

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Access and manipulate system	1.1. Access and interpret system displays.
	1.2. Use system features to access information required to

information.	administer reservations.
2. Use computer system features to create and administer reservations.	2.1. Check availability of required product or service according to system functions.
	2.2. Create new reservations containing accurate customer details.
	2.3. Input customer details in the format required by the system.
	2.4. Retrieve bookings using the format required by the system.
	2.5. Make and save accurate updates and amendments to reservations.
	2.6. Reinstate, duplicate or split reservations as required.
	2.7. Save, print and file required reservation details.
3. Send and receive communications.	3.1. Create and process accurate communications to industry colleagues using system functions.
	3.2. Access and interpret communications from industry colleagues.
4. Administer sales and operations functions using the system.	4.1. Use system capabilities to manage the particular sales or operational need.
	4.2. Use system capabilities to manage required accounting processes for reservations.
	4.3. Produce reports to meet sales and operational needs.
	4.4. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.

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:	• interpret system codes, abbreviations and complex product information controlled by the system.
Writing skills to:	• create accurate and succinct notes for special requests or operational details.
Numeracy skills to:	• interpret statistical data within various reports.
Problem-solving skills to:	• identify, report or resolve system failures and inaccurate product information.
Planning and organising skills to:	• meet system-created deadlines for payments and issuing documents.

| Technology skills to: | • use a computer and keyboard |
| | • use capabilities and functions of a reservations or operations system. |

Unit Mapping Information

Supersedes and is equivalent to SITTTSL010 Use a computerised reservations or operations system.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694