



Australian Government

SITXCCS017 Use a computerised booking 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 booking system to create bookings for products and services. The unit covers the computer skills required to use booking functions and system capabilities and not the related sales skills which are found in other units.

The unit applies to frontline sales and operations personnel in any type of business that takes bookings for products or services, and who operate with some level of independence and under limited supervision.

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

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Use computerised system features to create and administer bookings.	1.1. Use system features to check availability of required product or service. 1.2. Create new bookings containing accurate customer details. 1.3. Input customer details in the format required by the system. 1.4. Retrieve bookings using the format required by the system.

- 1.5. Make updates and amendments to bookings as required.
- 1.6. Save and file bookings details according to organisational policies and procedures.
- 2. Send and receive communications.
 - 2.1 Create and process accurate communications to colleagues using system functions.
 - 2.2. Access and interpret communications from colleagues.
- 3. Administer sales and operations functions using the system.
 - 3.1. Use system capabilities to undertake sales or operational tasks.
 - 3.2. Use system capabilities to manage required accounting processes for bookings according to organisational policies and procedures.
 - 3.3. Produce reports according to organisational requirements.
 - 3.4. 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 product information within the computerised booking system.
Writing skills to:	- input accurate customer or operational details - create accurate and succinct notes for bookings.
Numeracy skills to:	- manage accounting processes for bookings - interpret statistical data within various reports.
Technology skills to:	use capabilities and functions of a computerised booking system.

Unit Mapping Information

No equivalent unit.

Links

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