



Australian Government

Department of Education, Employment and Workplace Relations

SITXADM001A Perform office procedures

Revision Number: 1

SITXADM001A Perform office procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to complete a range of routine office procedures and activities, including writing simple correspondence.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

It does not cover specific financial skills which are found in other units such as SITXFIN001A Process financial transactions. Development of more complex documents and correspondence is covered in SITXADM003A Write business documents.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. All manner of personnel are required to perform office procedures. For some it may be a key aspect of their job (e.g. for those working in an office environment) and for others an occasional task (e.g. for those working in a stock control environment or kitchen).

All personnel at all levels would apply this skill, but it does describe a basic operational function of minimal complexity.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | | | |
|---|---------------------------|-----|--|
| 1 | Process office documents. | 1.1 | Process <i>office documents</i> according to organisation procedures and within designated timelines. |
| | | 1.2 | Use <i>office equipment</i> safely and correctly to <i>process documents</i> . |
| | | 1.3 | Identify, rectify or report office equipment malfunctions |

ELEMENT	PERFORMANCE CRITERIA
	promptly and according to organisation procedures.
2 Draft written communication.	<ul style="list-style-type: none">2.1 Select appropriate format and style for <i>correspondence</i> according to purpose, audience and situation.2.2 Draft documents according to organisation formats and protocols.2.3 Use clear and concise language appropriate to purpose, audience and situation.2.4 Use correct spelling, punctuation and grammar to ensure understanding by receiver.2.5 Check information for accuracy prior to sending.
3 Maintain document systems.	<ul style="list-style-type: none">3.1 File or store documents according to organisation security procedures.3.2 Modify and update reference and index systems according to organisation procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to convey meaning clearly and concisely
- basic literacy and written communication skills to produce workplace documentation and correspondence
- basic numeracy skills to do simple clerical tasks and count.

The following knowledge must be assessed as part of this unit:

- organisation practices and procedures for preparing and processing documents
- layout, format and features of typical business documents and alternative formats for special needs groups, such as large print
- features and usage of typical office equipment
- safe work practices for using office equipment and any related chemicals.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to draft multiple pieces of clear, concise and correct written communication, with different purposes, appropriate to the audience and situation
- ability to process a range of office documentation accurately and undertake a range of office tasks using different equipment ideally across a complete shift or operating period to address a range of office tasks
- completion of office administrative activities within typical workplace time constraints.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped office environment using appropriate computers, printers and other office equipment such as facsimile machines, photocopiers and software programs currently used in the tourism and hospitality industries to assist with administrative functions.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to perform office procedures. The following examples are appropriate for this unit:

- review of documents processed or produced by the candidate
- project to develop a portfolio of documentation or correspondence associated with a particular job, event or project
- questions to evaluate selection of appropriate type and format of correspondence for particular audiences, purposes and situations
- observation of candidate's safe and correct usage of office equipment
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM004A Communicate on the telephone
- BSBCMN205B Use business technology.

EVIDENCE GUIDE

Assessing employability skills 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.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Office documents to be processed may include:

- guest mail
- customer records
- incoming and outgoing correspondence
- files
- letters
- facsimiles
- memos
- reports
- menus
- banquet orders
- financial records
- invoices
- receipts.

RANGE STATEMENT

Office equipment may include:

- photocopiers
- facsimiles
- computers
- paging equipment
- calculators
- audio-transcribing machines
- telephone answering machines.

Processing of documents may include:

- recording sent or received documents
- filing, including electronic filing
- mailing, including bulk mailing
- photocopying
- faxing
- emailing
- collating
- binding.

Correspondence to be drafted must include a selection from each of the following:

- letters
- emails
- faxes
- memos.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Administration