



Australian Government

SITTTSL201 Operate an online information system

Release 1

SITTTSL201 Operate an online information system

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTTSL001A Operate an online information system.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate an online information system to source information for various operational purposes. It requires the ability to identify information requirements and locate, check and download information.

Application of the Unit

This unit applies to any tourism, hospitality and event industry sector. The online system used will vary according to the organisation and industry sector but can include the Internet, and any internal or external information database.

This unit mainly applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. It does, however, describe a basic operational function of minimal complexity and those individuals who work with very little independence under close supervision would also use this skill.

This includes 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 and reservation sales agents.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

- | | |
|------------------------------------|--|
| 1. Access online information. | 1.1 Identify information requirements.
1.2 Identify sources of information and access the correct <i>online information systems</i> .
1.3 Select appropriate search methods for the type of <i>information</i> required.
1.4 Use key words and phrases to search for required information.
1.5 Use the <i>features of the system</i> to access the full range of required information. |
| 2. Check and download information. | 2.1 Check that the information covers the required scope and purpose.
2.2 Conduct a further search if information is insufficient.
2.3 Select required information.
2.4 Place an order for any information that must be purchased.
2.5 Download and save information according to system procedures.
2.6 Organise information in a suitable format for use.
2.7 Use information according to copyright and intellectual property requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to:
 - read and follow online instructions for searching and downloading information
 - spell key search words and phrases
 - research, interpret and sort relevant information
- problem-solving skills to identify deficiencies in information and to resolve by ongoing searches
- technology skills to:
 - use a computer and keyboard
 - manipulate the features of online information systems to search for information
 - download and save information.

Required knowledge

- for the specific industry sector and organisation:
 - different types of online information systems used
 - role of specific information systems
 - functions of the information systems
- basic aspects of state, territory or commonwealth copyright and intellectual property laws, including requirements for copying and using online information.

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 the Training Package.

Overview of assessment

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

Evidence of the ability to:

- source and retrieve multiple types of information from an online system in response to multiple customer requests covering a range of products and services
- use the functions of the system to efficiently access the information
- complete information retrieval activities within commercial time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure use of:

- computers and information systems currently used by the tourism, hospitality and event industries to store product-related information; the Internet could be one of these
- current plain English regulatory documents describing copyright and intellectual property requirements.

Method of assessment

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

- review of information samples sourced by the individual to meet particular customer needs
- direct observation of the individual using a system in response to specific requests
- written or oral questioning to assess knowledge of:
 - the role of information systems within the tourism, hospitality and events industry
 - system features
 - copyright requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB305 Provide advice on Australian wines
- SITHFAB309 Provide advice on food
- SITTTSL202 Access and interpret product information
- SITTTSL301 Provide advice on international destinations
- SITTTSL302 Provide advice on Australian destinations
- SITTTSL304 Prepare quotations
- SITTTSL307 Process travel-related documentation
- SITXCCS201 Provide visitor information
- SITXEVT401 Plan in-house events or functions.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Online information systems*** may include:
- computerised reservations systems (CRS)
 - extranet
 - global distribution systems (GDS)
 - internal tourism information databases
 - international government tourism authority information systems
 - Internet
 - intranet
 - state and federal government tourism authority information systems.
- Information*** may relate to:
- destination information
 - any tourism, hospitality or events product or service:
 - booking requirements
 - commissions payable
 - product features and benefits
 - rates
 - schedules.
- Features of the system*** may include:
- payment arrangements
 - search functions of:
 - databases
 - internet search engines.

Unit Sector(s)

Tourism

Competency Field

Tourism Sales and Operations