



Australian Government

SITTTSL001 Operate online information systems

Release: 1

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Modification History

Not applicable.

Application

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.

The unit applies to any tourism, travel, hospitality, or events 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, travel consultants, tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, and reservation sales agents.

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

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Access online information.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1.Determine information requirements.
- 1.2.Identify sources of information and access appropriate online

- information systems.
- 1.3. Select appropriate search methods for the type of information required.
 - 1.4. Use key words and phrases to search for required information.
 - 1.5. Use features of the online system to access the full range of required information.
2. Check and download information.
- 2.1. Confirm information covers required scope and purpose.
 - 2.2. Conduct a further search if information is insufficient.
 - 2.3. Select required information.
 - 2.4. Place 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, and in line with copyright and intellectual property requirements.

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:	• apply key search words and phrases • research, interpret and sort relevant online information • access and compare numerical information about products and services.
Learning skills to:	• locate key information that meets work requirements.
Problem-solving skills to:	• determine suitable source of information in response to identified requirement • identify deficiencies in information and to resolve by ongoing searches.

Unit Mapping Information

SITTTSL201 Operate an online information system

Links

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

Assessment Requirements for SITTTSL001 Operate online information systems

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

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