



Australian Government

SITTTSL017 Maintain product inventories

Release: 1

SITTTSL017 Maintain product inventories

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain an inventory of tourism, travel hospitality or event products. It requires the ability to obtain and interpret the required product information, enter and maintain current and accurate data, and provide product inventory information to relevant personnel.

The unit applies to any tourism, travel, hospitality or event organisation and the inventory can include any international or domestic product. The inventory system may control a principal's (the supplier's) products that are supplied to other organisations, or it may control a tour wholesaler's inventory of product allotted by the principal.

It applies mainly to tour operators, tour wholesalers, inbound tour operators, accommodation providers, and event management organisers.

Inventory control requires significant interpretation, planning and organising skills. It applies to senior personnel who operate independently or with limited guidance from others, including product coordinators and product or operations managers.

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.

PERFORMANCE CRITERIA

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

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| 1. Obtain and interpret information for inventory. | 1.1. Obtain information to be included in inventory from internal and external sources.
1.2. Interpret and review inventory information for currency and accuracy. |
| 2. Enter data into inventory system. | 2.1. Accurately calculate costs according to commercial agreements.
2.2. Enter inventory information using clear formats and according to system requirements. |
| 3. Update inventory. | 3.1. Monitor the currency of inventory information and continuously update for accuracy.
3.2. Monitor bookings, allotments and requests, and adjust as required. |
| 4. Provide inventory information. | 4.1. Prepare inventory information, updates and briefings within required timelines.
4.2. Distribute inventory reports to colleagues using electronic transmission, wherever possible, to reduce waste of printed materials.
4.3. Provide assistance to colleagues on inventory use. |

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 complex product information about costs, and terms and conditions of sale.
Writing skills to:	record accurate and succinct product information and develop accurate inventory reports.
Numeracy skills to:	interpret and calculate complex product cost components.
Problem-solving skills to:	identify and resolve deficiencies in product information.
Teamwork skills to:	provide timely advice on inventory use.
Planning and organising skills to:	continuously update the inventory for commercial efficiency.
Self-management skills to:	determine timelines for required inventory updates.
Technology skills to:	- use a computer and keyboard - manipulate the features of an inventory system to enter,

monitor and update product information.

Unit Mapping Information

SITTTSL401 Maintain a product inventory

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 SITTTSL017 Maintain product inventories

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:

- establish and maintain product inventories for at least five different products, including consideration of the information items to be included in inventories as listed in the knowledge evidence as applicable
- monitor currency and accuracy of above inventory information and update it over a period of at least four weeks
- produce the following reports relating to above product inventories over the above period:
 - cost comparisons for various product suppliers
 - reservation reports
 - sales reports
 - usage rates for various product suppliers or agents
- complete activities within commercial time constraints and deadlines determined by the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- specific industry sector:
 - different types of inventory systems used
 - uses of various reports in inventory systems
 - industry commissions and mark-ups
- specific organisation:
 - role of specific inventory system
 - functions of the inventory system
 - product knowledge of the products to be included in inventory
 - negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - appropriate mark-ups for the particular products controlled by the inventory
- role of inventory control for:
 - products purchased from other organisations (suppliers)
 - products developed and delivered by the organisation itself

- information items to be included in inventories:
 - allotments of any type of tourism, travel, hospitality or event product
 - commission
 - mark-up
 - product description
 - sales data
 - supplier net rates
 - selling cost
 - special packages
 - terms and conditions of sale.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that maintains a product inventory. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, printers, information software and database programs currently used in the tourism, travel, hospitality or events industry to control product inventory
- current commercial product information and operational documentation and data, supplier contracts and rates
- internet and email
- storage for computer data.

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.

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