



Australian Government

Assessment Requirements for SITTTVL007

Use a computerised reservations or operations system

Release: 1

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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:

- operate a computerised reservations or operations system to create and administer at least five of the product or service reservations or operations from the following:
 - accessing and providing product information
 - checking availability of a product or service
 - booking a supplier service for a customer
 - constructing airfares
 - issuing air tickets or customer documentation
 - preparing a quotation
 - selling a product to the customer
 - updating a customer reservation
- use the full range of system features when completing each of the above activities
- complete above activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

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

- role of computerised reservations and operations systems
- computerised reservations and operations systems:
 - organisation-specific computerised reservations or operations system
 - industry-wide systems used when booking supplier services:
 - computerised reservations systems (CRS)
 - global distribution systems (GDS)
- types of reservations:
 - accommodation
 - airlines
 - attractions
 - cruise operators
 - holiday parks and resorts

- outbound tour wholesalers
 - vehicle rental companies
 - inbound tour operators
- types of customers for whom reservations are made, including customers with special needs
- reservations and operations system:
 - sales, operational and accounting functions that can be controlled by the system
 - system codes for and requirements to enter and exit a system
 - reservation and operational jargon and entries, encodes and decodes
 - mandatory fields
 - specific formatted entries
 - system requirements for:
 - confirming, storing and retrieving reservations or operational data
 - amending and cancelling reservations
 - sending and receiving messages
 - use of system-created deadlines for payments and issuing documents
 - reports required for product or service reservations or operations specified in performance evidence
- updates and amendments made through computerised reservations or operations systems:
 - adding additional customers
 - cancelling a booking
 - changing an itinerary by adding or deleting products or services
 - changing customer names
 - cross-referencing multiple bookings
 - duplicating a booking
 - entering:
 - invoicing details
 - payment details
 - ticketing or voucher details
 - reinstating a booking
 - splitting an existing reservation
- accounting processes for which computerised reservation or operations systems are used.

Assessment Conditions

Skills must be demonstrated in a safe environment, incorporating the use of industry-realistic simulations and scenarios where required.

Assessment must ensure access to:

- reservations for products or services for which the computerised reservations or operations system must be used

- a computerised reservations or operations system currently used in the travel industry to administer sales and operational functions.

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

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>