



Australian Government

Assessment Requirements for SITXCCS017

Use a computerised booking system

Release: 1

Assessment Requirements for SITXCCS017 Use a computerised booking system

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 booking system to create and administer at least five product or service bookings, including:
 - accessing and providing product or service information
 - communicating with colleagues
 - checking availability of a product or service
 - booking a product or service for a customer
 - updating a customer booking
- 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 booking systems
- types of computerised booking systems:
 - organisation-specific computerised booking system
 - industry-wide systems used when booking supplier services
- types of products and services for which bookings are made by the organisation
- customer types for whom bookings are made
- features of computerised booking systems:
 - sales, operational and accounting functions that can be controlled by the system
 - system codes for and requirements to enter and exit a system
 - operational jargon and entries
 - mandatory fields
 - specific formatted entries
 - system requirements for:
 - confirming, storing and retrieving reservations or operational data
 - amending and cancelling bookings
 - sending and receiving messages

- reports required for product or service bookings updates and amendments made through computerised booking systems:
 - adding additional customers
 - cancelling a booking
 - adding or deleting products or services
 - changing customer names
 - entering payment details
- accounting processes for which computerised booking systems are used.

Assessment Conditions

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

Assessment must ensure access to:

- bookings for products or services for which the computerised booking system must be used
- a computerised booking system currently used in industry.

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>