



Australian Government

SITXCCS017 Use a computerised booking system

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use a computerised booking system to create bookings for products and services. The unit covers the computer skills required to use booking functions and system capabilities and not the related sales skills which are found in other units.

The unit applies to frontline sales and operations personnel in any type of business that takes bookings for products or services, and who operate with some level of independence and under limited supervision.

The skills in this unit of competency must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Use computerised system features to create and administer bookings.

PERFORMANCE CRITERIA

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

- 1.1. Use system features to check availability of required product or service.
- 1.2. Create new bookings containing accurate customer details.
- 1.3. Input customer details in the format required by the system.
- 1.4. Retrieve bookings using the format required by the system.

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| | 1.5. Make updates and amendments to bookings as required. |
| | 1.6. Save and file bookings details according to organisational policies and procedures. |
| 2. Send and receive communications. | 2.1 Create and process accurate communications to colleagues using system functions. |
| | 2.2. Access and interpret communications from colleagues. |
| 3. Administer sales and operations functions using the system. | 3.1. Use system capabilities to undertake sales or operational tasks. |
| | 3.2. Use system capabilities to manage required accounting processes for bookings according to organisational policies and procedures. |
| | 3.3. Produce reports according to organisational requirements. |
| | 3.4. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste. |

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 product information within the computerised booking system.
Writing skills to:	- input accurate customer or operational details - create accurate and succinct notes for bookings.
Numeracy skills to:	- manage accounting processes for bookings - interpret statistical data within various reports.
Technology skills to:	use capabilities and functions of a computerised booking system.

Unit Mapping Information

No equivalent unit.

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 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.

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