



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL001A Operate an online information system

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to operate an online information system, which can include the internet and any intranet system. It requires the ability to determine information requirements and locate, check and download information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. The online system used will vary according to the organisation and industry sector but can include the internet, and any internal or external tourism information database.

This unit has particular application to those personnel who provide tourism information as a key focus of their job role. It applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. The role is undertaken by a diverse range of people such as visitor information officers, retail travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, reservations sales agents and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|------------------------------|---|
| 1 Access online information. | 1.1 Identify information requirements. |
| | 1.2 Identify sources of information and access the correct <i>online information systems</i> in an efficient manner. |
| | 1.3 Select appropriate search methods for the type of <i>information</i> required. |

ELEMENT**PERFORMANCE CRITERIA**

- | | | |
|---|---------------------------------|--|
| | 1.4 | Use key words and phrases to search for required information. |
| | 1.5 | Use and manipulate the <i>features of the system</i> to access the full range of required information. |
| 2 | Check and download information. | |
| | 2.1 | Ensure that the information accessed meets the required scope and purpose. |
| | 2.2 | Conduct a further search if information is insufficient. |
| | 2.3 | Select the required information. |
| | 2.4 | Place an order for any information required to be purchased. |
| | 2.5 | Download and save information according to system procedures and organisation requirements. |
| | 2.6 | Organise information in a suitable format for use. |
| | 2.7 | Use information in an ethical manner and according to organisation procedures and privacy, copyright and intellectual property requirements. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic keyboarding skills
- electronic file handling skills, including saving, copying
- literacy skills to determine and correctly spell key search words and phrases and to read and follow online instructions for searching and downloading information.

The following knowledge must be assessed as part of this unit:

- role of online information systems in the tourism industry
- functions of the information system
- basic understanding of privacy, copyright and intellectual property requirements as they relate to copying and using online information.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to source and retrieve multiple types of information from an automated system, ideally as a component of integrated work activity and in response to multiple customer requests covering a range of tourism products and services
- ability to manipulate the functions of the system to efficiently access the information
- completion of activities to access and retrieve a range of information within typical workplace time constraints.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped industry-realistic office environment using appropriate computers and information systems currently used in the tourism industry to store tourism related information (the internet could be one of these) **or** demonstration within the applicable information provision environment for the sector, such as a conference venue for the Events sector.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, which may include sourcing information on destinations, selling products, providing quotations and issuing documents
- review of information samples sourced by the candidate to meet particular customer needs
- direct observation of the candidate using the system in response to specific requests
- written and oral questioning or interview to test knowledge of the role of information systems within the tourism industry, system features and copyright requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBCM205A Use business technology
- SITTTSL002A Access and interpret product information
- SITTTSL003A Source and provide international destination information and advice
- SITTTSL004A Source and provide Australian destination information and advice.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Online information systems will vary depending upon the organisation and industry sector but could include:

- internet
- intranet
- extranet
- organisation-designed systems
- state and federal government tourism authority information systems
- international government tourism authority information systems
- computerised reservations systems.

RANGE STATEMENT

Information may relate to a range of subjects, including:

- costs
- rates
- commissions payable
- general destination information
- general product information
- transportation
- accommodation
- attractions
- events and festivals
- schedules for any tourism product or service
- booking requirements.

Features of the system which can be manipulated may include:

- different internet search engines
- search function of a database.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations