



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL011A Maintain a product inventory

Revision Number: 1

SITTTSL011A Maintain a product inventory

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

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

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 operational function for a diverse range of domestic and international tourism and hospitality products and services. It applies to tourism and hospitality industry sectors and organisations where product is controlled by use of an inventory; mainly to tour operators, tour wholesalers, accommodation providers and event management organisations.

The inventory system may control a principal's (the supplier's) tourism and hospitality products that are supplied to other organisations or it may control a tour wholesaler's inventory of product purchased or allotted from the principal.

Inventory control requires the application of significant interpretation, planning and organisational skills and this role is generally undertaken by senior personnel who operate autonomously or under limited guidance from others. They would require considerable product knowledge to maintain an accurate inventory of product and could apply discretion and judgement. It is undertaken by senior product coordinators, product or operations managers, and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:
SITTTSL002A Access and interpret product information.

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 Obtain and interpret information for inventory. | 1.1 Obtain <i>information to be included in inventory</i> from internal and external colleagues at the appropriate time. |
| | 1.2 Interpret and review information prior to entry into <i>inventory</i> to ensure information is current and accurate. |
| 2 Enter data into inventory system. | 2.1 Calculate costs accurately prior to entry and according to organisation procedures and commercial agreements. |
| | 2.2 Format all information and enter into the inventory system according to organisation procedures and system requirements. |

ELEMENT	PERFORMANCE CRITERIA
3 Update inventory.	3.1 Monitor the currency of inventory information and update at designated times according to organisation procedures. 3.2 Monitor bookings, allotments or requests and adjust as required. 3.3 Remove any out-of-date information from the inventory within designated timelines.
4 Provide inventory information.	4.1 Prepare inventory information, updates and briefings within required timelines. 4.2 Distribute reports and inventory information to appropriate colleagues according to organisation procedures using electronic transmission, wherever possible, to reduce waste of printed materials and negative environmental impacts. 4.3 Provide assistance to colleagues on inventory-related matters.

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:

- literacy skills to read and interpret complex product information, including costs and terms and conditions of their sale
- writing skills to summarise information accurately and succinctly for inclusion in the product inventory and produce accurate inventory reports
- numeracy skills to interpret and calculate complex product cost components.

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

- role played by inventory systems within the organisation and wider tourism industry
- major categories of tourism products and services
- sources of tourism product information and specific product types
- industry terminology and common abbreviations in relation to major product categories
- product knowledge appropriate to the specific tourism or hospitality industry sector and products to be included in inventory
- negotiated cost of supply, contractual arrangements and preferred supplier arrangements in place
- industry commission or mark-up procedures appropriate to the specific industry sector and the particular products controlled by the inventory
- key principles and elements of calculating costs for the components of products
- broad and working knowledge of legal and consumer protection issues that relate to providing quotations and product information
- uses of various reports within inventory systems.

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 Evidence of the following is essential:

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- ability to create, update and produce reports on a product inventory system accurately and within typical workplace time constraints
- knowledge of the role played by inventory systems within the organisation and the wider tourism industry
- ability to make and maintain accurate and multiple product inventory entries that cover the full range of products relevant to the industry sector or organisation
- project or work activities conducted over a period of time so that the management and monitoring aspects of maintaining an inventory can be assessed
- project or work activities that show the candidates' ability to maintain a product inventory within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software or database programs currently used in the tourism industry to control product inventory
- access to current industry product details and operational documentation and data, such as supplier contracts and rates.

EVIDENCE GUIDE

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:

- review of inventory documentation and reports prepared by the candidate
- evaluation of an inventory established and managed by the candidate
- written and oral questioning or interview to test knowledge of inventory coordination procedures and the ways in which inventories are used within the tourism industry
- 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:

- SITTTSL001A Operate an online information system
- SITTTSL008B Book and coordinate supplier services
- SITTTSL010B Control reservations or operations using a computerised system.

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

RANGE STATEMENT

performance criteria is detailed below.

Information to be included in inventory may include:

- allotments of any type of tourism product, such as accommodation and seat in coach touring
- rates, costs and tariffs
- general product information
- terms and conditions of sale
- special packages
- sales data.

Inventory may refer to products:

- within an organisation
- of other organisations (suppliers).

Reports may be:

- paper-based or electronically transmitted materials
- sales reports
- reservation reports
- cost comparisons for various product suppliers
- usage rates for various product suppliers
- used to negotiate rates
- used to determine currency of information held in the inventory.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations