



Australian Government

SITTTSL401 Maintain a product inventory

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTTSL011A Maintain a product inventory. Prerequisite removed.

Unit Descriptor

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

Application of the Unit

This unit applies to any tourism, hospitality and event industry sector and the inventory can manage any international or domestic product. The inventory system may control a principal's (the supplier's) products that are supplied to other organisations or it may control a tour wholesaler's inventory of product allotted by the principal. It applies mainly to tour operators, tour wholesalers, inbound tour operators, accommodation providers and event management organisations.

Inventory control requires significant interpretation, planning and organising skills. It applies to senior personnel who operate independently or with limited guidance from others including product coordinators and product or operations managers.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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| 1. Obtain and interpret information for inventory. | 1.1 Obtain <i>information to be included in inventory</i> from internal and external sources.
1.2 Interpret and review <i>inventory</i> information for currency and accuracy. |
| 2. Enter data into inventory system. | 2.1 Accurately calculate costs according to commercial agreements.
2.2 Enter inventory information using clear formats and according to system requirements. |
| 3. Update inventory. | 3.1 Monitor the currency of inventory information and continuously update for accuracy.
3.2 Monitor bookings, allotments or requests and adjust as required. |
| 4. Provide inventory information. | 4.1 Prepare inventory information, updates and briefings within required timelines.
4.2 Distribute inventory <i>reports</i> to colleagues using electronic transmission, wherever possible, to reduce waste of printed materials.
4.3 Provide assistance to colleagues on inventory use. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to:
 - read and interpret complex product information, including costs and terms and conditions of their sale
 - write accurate and succinct product information and develop accurate inventory reports
- numeracy skills to interpret and calculate complex product cost components
- planning and organising skills to continuously update the inventory for commercial efficiency
- problem-solving skills to identify and resolve deficiencies in product information
- self-management skills to determine times for required inventory updates
- teamwork skills to provide timely advice on inventory use
- technology skills to:
 - use a computer and keyboard
 - manipulate the features of the inventory system to enter, monitor and update product information.

Required knowledge

- for the specific industry sector:
 - different types of inventory systems used
 - uses of various reports within inventory systems
 - industry commissions and mark-ups
- for the specific organisation:
 - role of specific inventory system
 - functions of the inventory system
 - product knowledge of the products to be included in inventory
 - negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - appropriate mark-ups for the particular products controlled by the inventory.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- make and maintain accurate and multiple product inventory entries that cover a range of products relevant to the industry sector and organisation
- monitor the currency and accuracy of inventory information and continuously update it over a period of time
- produce and distribute accurate inventory reports
- demonstrate knowledge of the role played by inventory systems within the organisation and the wider tourism, hospitality or event industry
- complete inventory activities within commercial time constraints and deadlines determined by the organisation.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event business operation or activity which maintains a product inventory
- a real or simulated office environment as defined in the Assessment Guidelines
- computers, printers, information software or database programs currently used in the tourism, hospitality or events industry to control product inventory
- current commercial product information and operational documentation and data, such as supplier contracts and rates.

Method of assessment

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

- activities that allow assessment of the individual's ability to:
 - make entries based on product information and negotiated cost of supply to which commissions or mark-ups are applied
 - prepare inventory reports
- written or oral questioning to assess knowledge of the

role of product inventories and the various functions they manage

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS303 Provide accommodation reception services
- SITTTOP401 Allocate tour resources
- SITTTSL201 Operate an online information system
- SITTTSL306 Book supplier services
- SITTTSL308 Use a computerised reservations or operations system
- SITXEVT302 Process and monitor event registrations
- SITXEVT503 Manage event staging components.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information to be included in inventory may include:

- allotments of any type of tourism, hospitality or event product, such as accommodation and seat in coach touring
- commission
- mark-up
- product description
- sales data
- supplier nett rates
- selling cost
- special packages
- terms and conditions of sale.

Inventory may control:

- products purchased from other organisations (suppliers)
- products developed and delivered by the organisation itself.

Reports may be:

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

Unit Sector(s)

Tourism

Competency Field

Tourism Sales and Operations