

<b>UNIT TITLE:</b> MAINTAIN A PAPER-BASED FILING AND RETRIEVAL SYSTEM		<b>NOMINAL HOURS:</b> 20
<b>UNIT NUMBER:</b> D1.HGE.CL7.03    D1.HGA.CL6.03		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required maintain a paper-based filing and retrieval system in a range of settings within the hotel industries.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>		<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>
<p><b>Element 1: Maintain information systems</b></p> <p><b>1.1</b> Maintain information and filing systems in accordance with organisational requirements</p> <p><b>1.2</b> Identify, remove and/or relocate inactive or dead files in accordance with organisational requirements</p> <p><b>1.3</b> Establish and assemble new files in accordance with organisational requirements</p> <p><b>1.4</b> Update reference and index systems in accordance with organisational requirements</p> <p><b>Element 2: Retrieve files in response to information requests</b></p> <p><b>2.1</b> Locate specified files/records within designated timelines</p> <p><b>2.2</b> Retrieve relevant file</p> <p><b>2.3</b> Record movements of documentation according to enterprise policies and procedures</p> <p><b>2.4</b> Follow security and confidentiality procedures</p>		<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to maintain a paper based filing and retrieval system within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Food and Beverage Service</li> <li>2. Food Production</li> <li>3. Front Office</li> <li>4. Housekeeping</li> </ol> <p><i>Information may include:</i></p> <ul style="list-style-type: none"> <li>• Correspondence, such as faxes, memos, letters, email and other documents</li> <li>• Computer databases, such as library catalogue, customer records</li> <li>• Sales records, including monthly forecasts, targets achieved</li> </ul>

**Element 3: Maintain existing recording and filing systems**

- 3.1 Maintain recording and filing systems according to enterprise policies and procedures
- 3.2 Allocate new documents to designated category
- 3.3 Monitor the issue and return of documents to ensure the integrity of the system is maintained
- 3.4 *Archive*, remove and update documents to ensure appropriate space available for current records
- 3.5 Identify and locate required files and dispatch to nominated person or section within designated time limits
- 3.6 Monitor and record file and document movements
- 3.7 Maintain documents in good condition and in correct location
- 3.8 Separate *confidential files* from general files, with access available to nominated personnel only
- 3.9 Monitor security system to ensure issued files are traceable at all times

- Forms, including insurance forms, membership forms
  - Invoices, such as from suppliers, to debtors
  - Personnel records, including personal details, salary rates
  - Information on training needs
  - Marketing reports/plans/budgets
  - Financial figures
  - Production targets.
- Organisational requirements* may include:
- Security and confidentiality requirements
  - Legal and organisational policy/guidelines and requirements
  - Management and accountability channels
  - Code of Conduct/code of ethics
  - Procedures for updating records
  - Information protocols.
- Inactive or dead files* may include:
- Completed projects/events
  - Old clients
  - Paid accounts
  - Ex employees.
- Reference and index systems* may relate to:
- Alphabetic
  - Numeric

- Alpha-numeric
- Topic
- Subject.

*Record movements* may include:

- Updating file register
- Updating records management system
- Temporary or permanent transfer of records.

*Security and confidentiality procedures* may include:

- Access authority
- Lockable files/cabinets
- Confidentiality.

*Archive* may refer to:

- Handling completed/closed files in accordance with the organisation's policy, procedure and system
- Storing confidential files in an internal/external repository
- Being able to retrieve archived files from storage, when required.

*Confidential files* may include:

- Staff personnel files
- Commercial in confidence.

### **Assessment Guide**

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

- Ability to maintain record management systems and processes

- Ability to file data and documents systematically
- Ability to review files for relevance and updating records management system accordingly.

#### **Linkages To Other Units**

- Plan and establish systems and procedures
- Access and retrieve computer based data
- Perform clerical procedures
- Plan and establish systems and procedures.

#### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated understanding of organisation's records management system and ability to apply knowledge of organisational policies and procedures relating to the safe storage and retrieval of paper-based files
- Demonstrated ability to use established filing methods to store and retrieve paper-based files
- Demonstrated ability to establish new files and archive relevant files.

#### **Context of Assessment**

This unit may be assessed on or off the job:

- Assessment must relate to the individual's work area, job role and area of responsibility
- Assessment activities that require that candidate to store and retrieve files
- Assessment activities that require the candidate to apply a knowledge of established records management systems and processes.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace that provides the candidate with an opportunity to demonstrate application of knowledge of records management systems; and access to workplace standards, procedures, policies, guidelines, tools and records management systems.

**Assessment Methods**

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Third party reports completed by a supervisor
- Project and assignment work.

**Key Competencies in this Unit**

*Level 1 = competence to undertake tasks effectively*

*Level 2 = competence to manage tasks*

*Level 3 = competence to use concepts for evaluating*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	1	Gather and sort files for storage
Communicating ideas and information	1	Explain records management processes to other team members

	Planning and organising activities	1	Plan filing storage and retrieval activities
	Working with others and in teams	1	Provide team members with required files in a timely fashion
	Using mathematical ideas and techniques	1	Use on numeric index system
	Solving problems	2	Identifying missing files and tracking information
	Using technology	1	Using technology to record file movements