

<b>UNIT TITLE:</b> PERFORM CLERICAL PROCEDURES		<b>NOMINAL HOURS:</b> 15 hours
<b>UNIT NUMBER:</b> D1.HRS.CL1.11 D1.HOT.CL1.05 D2.TCC.CL1.09		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to perform clerical procedures in a range of settings within the six labor divisions of the hotel and travel industries.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Process office documents</b></p> <p><b>1.1</b> <i>Process documents</i> with appropriate office equipment in accordance with enterprise procedures and within designated timelines</p> <p><b>1.2</b> Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures</p> <p><b>1.3</b> Use <i>office equipment</i> to process documents</p> <p><b>Element 2: Draft correspondence</b></p> <p><b>2.1</b> Write text using clear and concise language</p> <p><b>2.2</b> Ensure text is without spelling, punctuation and/or grammatical errors</p> <p><b>2.3</b> Check information for accuracy prior to sending</p> <p><b>Element 3: Maintain document systems</b></p> <p><b>3.1</b> File/store documents in accordance with enterprise procedures</p> <p><b>3.2</b> Modify and/or update records management systems in accordance with enterprise 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 performing clerical procedures in a range of settings within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Documents</i> may include:</p> <ul style="list-style-type: none"> <li>• mail, such as incoming and outgoing correspondence, guest mail and courier</li> <li>• files, such as customer records, correspondence, financial records, receipts, invoices and orders</li> <li>• correspondence, such as letters, facsimiles, memos and reports</li> <li>• menus.</li> </ul>	

*Process refers to:*

- collating
- binding
- photocopying
- mailing
- e-mailing
- filing.

*Office equipment may include:*

- photocopier
- facsimile
- computer
- printer
- scanner.

#### **Assessment Guide**

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

- the enterprise's policies and procedures in regard to processing office documents
- the enterprise's policies and procedures in regard to using the filing system
- demonstrated ability to draft correspondence, process documentation and maintain document systems.

#### **Linkages to other units**

This is a core unit that underpins effective performance in all other units. Combined training and assessment may be appropriate.

	<p><b>Critical Aspects of Assessment</b></p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"><li>• demonstration of the ability to accurately process a range of office documentation within enterprise acceptable timeframes</li><li>• demonstration of the ability to produce documents that are easily understood and error free.</li></ul> <p><b>Context of Assessment</b></p> <ul style="list-style-type: none"><li>• this unit may be assessed on or off the job</li><li>• assessment should include practical demonstration either in the workplace or through a simulation, supported by a range of methods to assess underpinning knowledge</li><li>• assessment must relate to the individual's work area or area of responsibility</li><li>• demonstration of skills across an operating period to address an adequate range of clerical procedures/tasks</li><li>• performance of clerical procedures within typical workplace time constraints.</li></ul> <p><b>Resource Implications</b></p> <p>Training and assessment to include access to a real or simulated office environment; and access to industry-current equipment.</p> <p><b>Assessment Methods</b></p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"><li>• observation of candidate performance</li><li>• oral and written questions</li><li>• practical exercises/case studies.</li></ul>
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**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 and reshaping tasks*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analyzing information	1	Identify what information to include in written correspondence
Communicating ideas and information	1	Produce written correspondence
Planning and organizing activities	1	Plan content and layout of written correspondence; file documentation
Working with others and in teams	1	Produce written documentation for Others
Using mathematical ideas and techniques	-	
Solving problems	1	Resolve equipment malfunctions
Using technology	1	Use routine software to produce routine office documents