

| | | |
|---|---|--------------------------|
| UNIT TITLE: PRODUCE DOCUMENTS, REPORTS AND WORKSHEETS ON A COMPUTER | | NOMINAL HOURS: 25 |
| UNIT NUMBER: D1.HGE.CL7.10 D1.HGA.CL6.07 D2.TGA.CL6.02 | | |
| UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to produce documents, reports and worksheets on a computer in a range of settings within the hotel and travel industries | | |
| ELEMENTS AND PERFORMANCE CRITERIA | UNIT VARIABLE AND ASSESSMENT GUIDE | |
| <p>Element 1: Determine presentation and format of document</p> <p>1.1 Select <i>software</i> appropriate to the nature of the document to be produced</p> <p>1.2 Select appropriate layout and style of <i>document</i> consistent with <i>enterprise guidelines</i></p> <p>1.3 Discuss format and presentation of document with <i>appropriate person</i></p> <p>Element 2: Produce document</p> <p>2.1 Produce document in required <i>style and format</i></p> <p>2.2 Produce document within designated timelines</p> <p>2.3 Save document regularly to avoid loss of data</p> <p>2.4 Information from same or other software packages is integrated as required</p> <p>2.5 <i>Proof read</i> draft document prior to printing</p> | <p>Unit Variables</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 all industry sectors that produce documents, reports and worksheets on a computer within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Software</i> may include</p> <ul style="list-style-type: none"> • Desktop publishing • Word processing • Spreadsheet • Database • Presentation. | |

| | |
|--|---|
| <p>Element 3: Print and deliver document</p> <p>3.1 Utilise printing function</p> <p>3.2 <i>Proofread</i> document</p> <p>3.3 Make any necessary modifications to document to improve appearance and meet required specification/s</p> <p>3.4 Print and present documents according to requirements</p> | <p><i>Document</i> may include:</p> <ul style="list-style-type: none">• Reports• Faxes• Memorandums• Worksheets• Lists• Letters. <p><i>Enterprise guidelines</i> may relate to:</p> <ul style="list-style-type: none">• Preferred format of business letters• Preferred format of memorandums, faxes• Preferred format of business reports. <p><i>Appropriate person</i> may relate to:</p> <ul style="list-style-type: none">• Supervisor• Originator of document• Colleagues. <p><i>Style and format</i> may include</p> <ul style="list-style-type: none">• Open or closed punctuation• Formal or informal communication• Business letter format• Report format. |
|--|---|

Proofread may relate to:

- Utilising spell check function of software
- Utilising grammar check function of software
- Checking page break placement
- Checking hard copy of document
- Checking soft copy of document.

Assessment Guide

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

- Knowledge of layout of common business documents
- Ability to use basic functions of common software packages
- Ability to use printing equipment.

Linkages To Other Units

- Prepare business documents
- Perform clerical procedures
- Use common business tools and technology.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to access, and utilise computer software to produce documents, reports and worksheets on a computer
- Demonstrated ability to produce documents within designated timelines
- Consistency of performance across a range of situations that demonstrates knowledge, understanding and skill in producing documents, reports and worksheets on a computer.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration of the production of documents, reports and worksheets in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area, job role and area of responsibility
- Assessment must include project or work activities that allow the candidate to respond to multiple and varying workplace requirements relevant to work area, job role and area of responsibility that allow the candidate to produce documents, reports and worksheets on a computer within designated timelines.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools, computer equipment and relevant software.

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 | | |
|--|--------------|--|
| <i>Level 1 = competence to undertake tasks effectively</i> | | |
| <i>Level 2 = competence to manage tasks</i> | | |
| <i>Level 3 = competence to use concepts for evaluating</i> | | |
| Key Competencies | Level | Examples |
| Collecting, organising and analysing information | 1 | Identify the layout for common business documents |
| Communicating ideas and information | 1 | Clarify layout requirements with author of material |
| Planning and organising activities | 1 | Prioritise work to be produced |
| Working with others and in teams | 1 | Ensure that timelines and expectations are clearly understood before commencing task |
| Using mathematical ideas and techniques | 0 | - |
| Solving problems | 0 | - |
| Using technology | 1 | Use computer software to produce documents, reports and worksheets |