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| UNIT TITLE: USE COMMON BUSINESS TOOLS AND TECHNOLOGY | | NOMINAL HOURS: 25 |
| UNIT NUMBER: D1.HGE.CL7.12 D1.HGA.CL6.12 D2.TCC.CL1.13 | | |
| UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to use common business tools and technology in a range of settings within the hotel and travel industries. | | |
| ELEMENTS AND PERFORMANCE CRITERIA | UNIT VARIABLE AND ASSESSMENT GUIDE | |
| <p>Element 1: Access and use common business tools</p> <p>1.1 Identify and access <i>business tools</i> required to achieve work outcomes in accordance enterprise policy and procedures</p> <p>1.2 Use business tools efficiently and effectively and in accordance with enterprise policy and procedures</p> <p>1.3 Obtain and maintain business tools required to support workplace activities</p> <p>1.4 Store business tools in accordance with enterprise procedures and to <i>reduce theft and fraudulent activity</i></p> <p>Element 2: Select and use common business technology</p> <p>2.1 Select appropriate <i>business technology</i> and/or <i>software applications</i> to achieve the requirements of <i>work task</i></p> <p>2.2 Use technology in a way which promotes a safe work environment</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 use common business tools and technology within the labor 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>Business tools</i> may include:</p> <ul style="list-style-type: none"> • information, knowledge and other intellectual resources • finances • facilities • equipment • stock and supplies. | |

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| <p>Element 3: Maintain technology</p> <p>3.1 Identify and replace used technology <i>consumables</i> in accordance with manufacturer's instructions and organizational requirements</p> <p>3.2 Carry out and/or arrange <i>routine maintenance</i> to ensure that equipment is maintained in accordance with manufacturer's instructions and enterprise requirements</p> <p>3.3 Identify equipment faults and take appropriate action in accordance with manufacturer's instructions or by seeking <i>specialized assistance</i></p> | <p><i>Reduce theft and fraudulent activity</i> may include:</p> <ul style="list-style-type: none"> • security systems • staff undertaking police checks • lockable storage • stock control processes • restricted access protocols. <p><i>Business technology</i> may include</p> <ul style="list-style-type: none"> • computer equipment • digital cameras • security surveillance technology • hand-held input devices • communication systems. <p><i>Software applications</i> may include:</p> <ul style="list-style-type: none"> • word processing packages • spreadsheet packages • accounting packages • database packages • presentation packages • internet browsers. <p><i>Work task</i> may relate to:</p> <ul style="list-style-type: none"> • processing reservations • undertaking stock takes • processing financial records • producing documentation. |
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Consumables may include:

- toner
- tapes
- discs
- Universal Serial Bus (USB) drives
- external hardware.

Routine maintenance may relate to:

- creating more space on the hard disk
- cleaning dust from internal and external surfaces
- using up-to-date antivirus programs
- backing up files before major maintenance
- reviewing and updating programs
- deleting unwanted files/programs.

Specialized assistance may include:

- internal maintenance support
- external maintenance support
- use of commercial 'help' desks
- contractors
- manufacturers.

Assessment Guide

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

- knowledge of sources of information and advice on common business tools and technology relevant to the industry sector
- knowledge of current technology options as appropriate to industry sector, including both hardware and software and their general features and capabilities

- typical equipment maintenance procedures conducted by operational staff as opposed to specialist maintenance personnel
- key factors in achieving productivity and efficiency from common business tools and technology, including effective monitoring and reporting of faults and regular maintenance.

Linkages To Other Units

- manage physical assets and infrastructure
- access and retrieve computer based data
- communicate on the telephone
- plan and establish systems and procedures
- monitor and maintain a business computer system
- read and write English at an advanced level.

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated knowledge of the broad technological environment in which the enterprise operates and of the various options of business tools and technology in different industry sectors
- demonstrated knowledge of and ability to use typical systems and procedures for the maintenance of common business tools and technology.

Context of Assessment

This unit may be assessed on or off the job

- assessment should include practical demonstration of the completion of project or work activities that required the candidate to use common business tools and technology
- 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 situations and demonstrate an ability to use common business tools and technology.

Resource Implications

Training and assessment to include access to a real or simulated workplace and a variety of common business tools and technology appropriate to the industry sector or enterprise; 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

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

| Key Competencies | Level | Examples |
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| Collecting, organizing and analyzing information | 2 | Review and analyze literature on different business tools and technology |
| Communicating ideas and information | 2 | Demonstrate how to perform basic maintenance to team members |
| Planning and organizing activities | 2 | Organize work flow to facilitate the smooth introduction of a new tool or piece of technology |

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| | Working with others and in teams | 2 | Identify training needs and provide appropriate support to team members |
| | Using mathematical ideas and techniques | 0 | |
| | Solving problems | 2 | Identify technology to solve administrative problems |
| | Using technology | 2 | Use appropriate technology to complete work tasks |