

Competency Standard

UNIT TITLE: ACCESS AND RETRIEVE COMPUTER-BASED DATA		NOMINAL HOURS: 25 hours
UNIT NUMBER: D1.HRS.CL1.01; D1.HOT.CL1.06; D2.TCC.CL1.10		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to access and retrieve computer-based data in the hotel and travel industries workplace context.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Open file</p> <p>1.1 Turn on/access computer system correctly</p> <p>1.2 Select or load appropriate software</p> <p>1.3 Identify and open correct file</p> <p>Element 2: Access computer-based data</p> <p>2.1 Use computer features to access a range of data or information</p> <p>2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques</p> <p>2.3 Access data stored on a variety of data storage mediums, private computer networks and the Internet</p> <p>2.4 Use searches and queries to find desired Information</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 accessing and retrieving computer-based data 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 4. Travel Agencies 5. Tour Operation <p><i>Computer system</i> will vary depending on the enterprise, and may include:</p> <ul style="list-style-type: none"> • Windows • Mac 	

Element 3: Retrieve computer-based data

3.1 Locate data to be retrieved

3.2 Check that data meets requirements

3.3 Print or transfer file to data storage medium as required.

- Portable computers
- Stand-alone computers
- Networked computers.

Data or information may include:

- Costs
- Availability, e.g. room, tour, seats, etc
- Product information
- Industry information
- Customer information
- Time
- Timetables
- Reservation data.

Retrieve data may relate to:

- Finding document data
- Saving changes made to the document
- Finding document.

Data Storage mediums include:

- Compact Disks – (CDR)
- Digital Video Disks (DVDR)
- Floppy disks
- Flash Drives
- Portable hard drives
- External hard drives

- Local hard drives
- Network drives.

Locate data to be retrieved may relate to data stored on:

- Compact Disks – (CD)
- Digital Video Disks (DVD)
- Blu Ray Disks
- Floppy disks
- Flash Drives
- Portable hard drives
- External hard drives
- Local hard drives
- Network drives.

Assessment Guide

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

- Knowledge of enterprise policies and procedures in regard to using the computer system to
- Access and retrieve computer-based data
- Ability to apply basic principles of computer searches and/or queries
- Ability to undertake administrative procedures related to accessing requested data.

Linkages To Other Units

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

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to access enterprise computer system
- Demonstrated ability to access and retrieve computer-based data within accepted timeframe
- Demonstrated ability to apply knowledge of basic computer operations.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration of accessing and retrieving computer-
- Based data either 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.

Resource Implications

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

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
- Role plays

	<ul style="list-style-type: none"> • Third party reports completed by a supervisor • Project and assignment work. 	
	<p>Key Competencies in this Unit</p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>	
	Key Competencies	Level Examples
	Collecting, organising and analysing information	1 Compare sources of information and data; retrieve data in a format that is useful
	Communicating ideas and information	1 Use searches and queries to find information
	Planning and organising activities	1 Prioritise actions
	Working with others and in teams	0
	Using mathematical ideas and techniques	0
	Solving problems	1 Use computer to find information to resolve complaints
	Using technology	1 Use computer to access and retrieve data