

UNIT TITLE: GATHER AND PRESENT PRODUCT INFORMATION	NOMINAL HOURS: 25
UNIT NUMBER: D1.HGE.CL7.02 D1.HGA.CL6.04	
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to gather and present product information in a range of settings within the hotel industries	
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p>Element 1. Gather and organise information</p> <p>1.1 Gather and organise <i>information</i> in a format suitable for analysis, interpretation and dissemination in accordance with <i>organisational requirements and relevant legislation codes and standards</i></p> <p>1.2 Access and assess information held by the organisation for accuracy and relevance in line with established organisational requirements</p> <p>1.3 Ensure <i>methods of collecting information</i> are reliable and make efficient use of resources in accordance with organisational requirements</p> <p>1.4 Use <i>business technology</i> to access, organise and monitor information in accordance with organisational requirements</p> <p>1.5 Update, modify, maintain and store information in accordance with organisational requirements</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 manage payroll records within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Food and Beverage Service 2. Food Production 3. Front Office 4. Housekeeping <p><i>Information may include:</i></p> <ul style="list-style-type: none"> • Correspondence, such as faxes, memos, letters, email • Computer databases, such as library catalogue, customer records • Computer files, including letters, memos and other documents • Sales records, such as monthly forecasts, targets achieved • Forms, such as insurance forms, membership forms • Invoices from suppliers, to debtors

<p>Element 2. Research and analyse information</p> <p>2.1 Define <i>objectives of research</i> clearly and consistently with organisational requirements</p> <p>2.2 Ensure data used in research is valid and relevant to research purposes</p> <p>2.3 Ensure <i>research strategies</i> are appropriate to the requirements of the research and make efficient use of available resources</p> <p>2.4 Ensure <i>methods of data analysis</i> are reliable and suitable to research purposes</p> <p>2.5 Ensure assumptions used in analyses are clear, justified and consistent with research objectives</p> <p>2.6 Ensure conclusions are supported by evidence and contribute to the achievement of the <i>organisation's goals and objectives</i></p> <p>Element 3. Present information</p> <p>3.1 Present recommendations and issues in an appropriate format, style and structure using suitable business technology</p> <p>3.2 Ensure structure and format of reports are clear and conform to organisational requirements</p> <p>3.3 Report and distribute research findings in accordance with organisational requirements</p> <p>3.4 Obtain <i>feedback</i> and comments on suitability and sufficiency of findings in accordance with organisational requirements</p>	<ul style="list-style-type: none"> • Personnel records containing personal details, salary rates • Information on training needs • Marketing reports/plans/budgets • Financial figures • Production targets. <p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • Quality assurances and/or procedures manuals • 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 • Occupational health and safety policies, procedures and programs • Information protocols • Goals, objectives, plans, systems and processes • Business and performance plans • Anti-discrimination and related policy • Ethical standards • Defined resource parameters. <p><i>Relevant legislation, codes and national standards</i> may relate to:</p> <ul style="list-style-type: none"> • Award and enterprise agreements and relevant industrial instruments • Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination • Relevant industry codes of practice.
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Methods of collecting information may include:

- Interviews with colleagues/customers
- Recruitment applications and other forms
- Information from other organisations
- Previous file records
- Observation and listening
- Checking written material, including referrals and client files
- Questioning through in person or indirect means
- Individual research
- Checking research provided by others.

Business technology may include:

- Photocopier
- Computer
- Email
- Internet/extranet/intranet
- Answering machine
- Fax machine
- Telephone.

Objectives of research may include:

- Hypothesis testing
- Situational diagnosis
- Identification of trends
- Process mapping
- Comparative analysis
- Industry pricing policies.

Research strategies may include:

- Interviewing colleagues and clients
- Focus groups
- Data analysis
- Product sampling
- Documentation reviews.

Methods of data analysis may include:

- Feedback on results
- Review of previous research
- Peer review
- Data sampling
- Statistical analysis.

Organisation's goals and objectives may relate to:

- Organisational values and behaviours
- Flexibility, responsiveness
- Financial performance
- Work procedures and/or procedures manuals
- People management
- Interpersonal communication
- Business planning
- Marketing and customer service
- Organisational values and behaviours
- Work procedures and quality assurance manuals.

Feedback may be obtained from:

- Customer satisfaction questionnaires
- Audit documentation and reports
- Quality assurance data
- Returned goods
- Comments from clients and colleagues.

Assessment Guide

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

- Ability to present information and data
- Ability to maintain and handle data and documents systematically
- Ability to review data for relevance and accuracy
- Ability to analyse and interpret data to support organisational activities
- Ability to distribute information in an effective manner to gain access to a wider audience
- Ability to clarify assumptions to assess validity of conclusions.

Linkages To Other Units

- Work effectively with colleagues and customers
- Work in a socially diverse environment
- Manage and implement small projects
- Develop and implement a business plan
- Plan and establish systems and procedures.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated understanding of organisation's business and structure and ability to apply knowledge of organisational policies and procedures relating to distribution of workplace information including legal and ethical obligations
- Demonstrated ability to use established research methods to identify new sources of information and identify patterns and trends and use such information efficiently and effectively
- Demonstrated ability to develop a solution that meets business/client requirements after consideration of analysed information
- Demonstrated ability to prepare reports that present product information in a concise and comprehensive manner.

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 gather and present product information
- Assessment activities that require the candidate to apply a knowledge of relevant legislation and organisation policies and procedures in order to gather and present product information

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 legislation and enterprise processes and procedures related to gathering and presenting product information; and access to workplace standards, procedures, policies, guidelines, tools and current financial data and regulations

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
Collecting, organising and analysing information	2	Gather information from relevant sources of information to present product information
Communicating ideas and information	2	Prepare and present product information
Planning and organising activities	2	Plan presentation; organise research
Working with others and in teams	2	Work together with team to complete scheduled tasks

	Using mathematical ideas and techniques	-	
	Solving problems	3	Identify workable solution for the identified problem through research and analysis
	Using technology	1	Use technology to research information and prepare presentations and/or reports