

Competency Standard

UNIT TITLE: MONITOR AND MAINTAIN A BUSINESS COMPUTER SYSTEM		NOMINAL HOURS: 50
UNIT NUMBER: D1.HGE.CL7.05 D1.HML.CL10.04 D1.HRM.CL9.13 D2.TRM.CL9.15		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to monitor and maintain a business computer system in a range of settings within the hotel and travel industries		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Monitor effectiveness of computer equipment</p> <p>1.1 Monitor and evaluate the effectiveness of <i>computer equipment</i> to ensure it meets enterprise needs through ongoing consultation with users</p> <p>1.2 Monitor effectiveness through assessment of productivity and efficiency</p> <p>1.3 Establish and implement procedures for identifying and resolving performance problems including use of <i>specialised assistance</i></p> <p>1.4 Identify computer training needs and provide training opportunities</p> <p>Element 2: Purchase hardware and software</p> <p>2.1 Identify broad computer equipment hardware and <i>software</i> requirements accurately and research possible new approaches using appropriate <i>information sources</i></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 monitoring and maintaining a business computer system 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>Computer equipment</i> may include:</p> <ul style="list-style-type: none"> • Screens • Hard drives 	

<p>2.2 Assess <i>the feasibility</i> of acquiring or upgrading hardware and software based on available information</p> <p>2.3 Evaluate options against the needs of the enterprise, including advantages and limitations</p> <p>2.4 Investigate user-friendliness, system support and training issues</p> <p>2.5 Seek external specialist assistance as required</p> <p>2.6 Make decisions on computer acquisitions in consultation with appropriate colleagues</p> <p>2.7 Plan introduction of new computer systems to take account of impacts on colleagues and customers</p> <p>2.8 Ensure staff are adequately trained in using new systems</p> <p>2.9 Monitor new systems for efficiency and take action accordingly</p>	<ul style="list-style-type: none"> • Printers • Scanners • Back-up systems. <p><i>Specialised assistance</i> may include:</p> <ul style="list-style-type: none"> • Internal Information Technology (IT) support • External Information Technology (IT) support • Use of commercial 'help' desks • Manufacturer. <p><i>Software</i> may include:</p> <ul style="list-style-type: none"> • Word processing packages • Spreadsheet packages • Accounting packages • Database packages • Presentation packages • Internet browsers.
<p>Element 3: Maintain computer equipment and systems</p> <p>3.1 Establish and monitor <i>systems for cleaning, minor maintenance and replacement of consumables</i> in accordance with manufacturer's instructions</p> <p>3.2 Report faults to the nominated person or supplier for rectification</p> <p>3.3 Establish and monitor procedures for ensuring security of data, including regular back-ups and virus checks</p>	<p><i>Information sources</i> on new technology may include:</p> <ul style="list-style-type: none"> • Computer magazines and journals • Trade fairs • Computer software designers • Computer hardware manufacturers • Retail outlets • Internet • Industry associations

<p>3.4 Create document filing systems and procedures to reflect the size, nature and complexity of the workplace</p> <p>3.5 Set up equipment to accept the software and functions being used</p>	<ul style="list-style-type: none"> • Seminars, workshops and training sessions • Internal/external clients. <p><i>Assess the feasibility</i> may relate to:</p> <ul style="list-style-type: none"> • Establishing benefits and consequences • Assessing timeline for delivery and installation • Determining maintenance required • Assessing costs against available budget • Assessing technology against enterprise business plans and goals. <p><i>Systems for cleaning, minor maintenance and replacement of consumables</i> may relate to:</p> <ul style="list-style-type: none"> • Creating more space on the hard disk • Reviewing programs • Deleting unwanted files • Cleaning dust from internal and external surfaces • Backing up files before major maintenance • Checking hard drive for errors • Decrementing the hard disk • Using up-to-date anti-virus programs. <p>Assessment Guide</p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • Ability to identify sources of information and advice on computer systems relevant to the industry sector • Ability to use current technology options as appropriate to industry sector, including both hardware and software and their general features and capabilities
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	<ul style="list-style-type: none">• Overview of typical systems for computer security, filing, back-up and virus control• Knowledge of typical computer maintenance procedures conducted by operational staff as opposed to computer specialists• Knowledge of key factors in achieving productivity and efficiency from computer systems, including ability to ensure effective monitoring, reporting of faults and regular maintenance. <p>Linkages To Other Units</p> <ul style="list-style-type: none">• Use common business tools and technology• Manage physical assets and infrastructure• Establish and maintain a business relationship• Manage and implement small projects• Access and retrieve computer based data. <p>Critical Aspects of Assessment</p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none">• Demonstration of current knowledge of the broad technological environment in which the enterprise operates and of the various options for computer technology in different industry sectors• Knowledge of and ability to use typical systems and procedures for the maintenance of computer systems• Demonstrated ability to review current computer technology and develop proposals for upgrading of equipment and software• Demonstrated ability to evaluate computerised filing systems, back-up or virus procedures• Knowledge, understanding and skill in producing documents, reports and worksheets on a computer.
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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 monitor current technology and evaluate new technology for a specific business purpose
- 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 maintain a business computer system.

Resource Implications

Training and assessment to include access to a variety of computerised systems appropriate to the industry sector or enterprise in 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	2	Review and analyse literature on different computer systems or software
	Communicating ideas and information	2	Demonstrate how to perform basic computer maintenance to team members
	Planning and organising activities	3	Organise work flow to facilitate the smooth introduction of new computer equipment
	Working with others and in teams	2	Identify computer training needs and provide appropriate support to team members
Using mathematical ideas and techniques	0		
Solving problems	1	Identify technology to solve administrative problems	
Using technology	2	Ensure optimum computer performance by utilising computer system software, e.g. PC Tools.	