

Competency Standard

UNIT TITLE: OPERATE AN AUTOMATED INFORMATION SYSTEM		NOMINAL HOURS: 50
UNIT NUMBER: D2.TTA.CL2.14 D2.TGA.CL6.06		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to process information within an automated information system to support the effective operation of a travel and tourism business		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify the context for use of an automated information system</p> <p>1.1 Identify a range of <i>information systems and sources in use</i> within the industry</p> <p>1.2 Describe <i>policies and procedures</i> for operating an automated information system</p> <p>1.3 List <i>information</i> that may be available through an automated information system</p> <p>1.4 Identify the <i>functions</i> of an automated information system</p> <p>Element 2: Access information using an automated information system</p> <p>2.1 Identify <i>information requirements</i></p> <p>2.2 Identify and select appropriate sources of information</p> <p>2.3 <i>Apply search techniques</i> to locate identified 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 all industry sectors that operate an automated information system within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Tour Operation 2. Travel Agencies <p><i>Information systems and sources in use</i> may include:</p> <ul style="list-style-type: none"> • Internet • Enterprise-specific systems designed by the host enterprise • Government travel and tourism authority and agency information systems • Industry-based systems, including local, regional, domestic and international information systems • Free-of-charge and fee-for-services information systems and databases • Computerised reservation systems. 	

<p>2.4 <i>Interrogate the system</i> to secure full range of information available on the system</p> <p>2.5 <i>Verify captured information</i> meets identified need</p> <p>Element 3: Obtain information using an automated information system</p> <p>3.1 <i>Enable access</i> to required system and/or information</p> <p>3.2 <i>Select required information</i></p> <p>3.3 <i>Download information</i></p> <p>3.4 <i>Print information</i></p> <p>Element 4: Use information from information an automated information system</p> <p>4.1 <i>Forward information</i> as required</p> <p>4.2 <i>Save identified information</i></p> <p>4.3 <i>Manipulate accessed information</i></p> <p>4.4 <i>Report on findings</i></p> <p>Element 5: Up-date and maintain information on an automated information system</p> <p>5.1 <i>Enter data</i> onto automated information system</p> <p>5.2 <i>Save and back-up data</i></p>	<p><i>Policies and procedures</i> may relate to legal, financial and host enterprise requirements which may include:</p> <ul style="list-style-type: none"> • System access protocols, including levels of access, log-on and log-off protocols • Program and data change controls • Authentication of customers and users • Validation of on-line information sources • Electronic transactions legislation of the host country, where applicable • Confidentiality of customer and business data, including privacy concerns • Security and integrity of information, including building/office and premises/building security • Type and level of encryption, including use of private key infrastructure • Intellectual property rights, including security of same and guidelines regarding use • Validity of contacts and contracts initiated or established via the automated information system, including non-repudiation • Legal jurisdiction issues • International trade issues • Archiving requirements. <p><i>Information</i> may relate to a wide and diverse range of topics and may include:</p> <ul style="list-style-type: none"> • Travel, including air, cruise, train, bus and car • Destinations, including statistical information and details relating to climate, currency, maps, travel guides, events, languages, history, safety, government information, time zones, culture and communications • Tourist activities and attractions, including natural and man-made • Tours, trips, sight-seeing and excursions
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	<ul style="list-style-type: none"> • Accommodation facilities ranging from five-star to back-packer venues and including, blocked dates, seasons and times, minimum purchase, use, booking and stay requirements, where applicable • Services, including medical, personal, entertainment, sporting, shopping • Travel requirements, including requirements relating to entry, passport, visas, warnings and advisory bulletins, customs information • Finance and travel insurance • Allotments of any type of tourism product, including accommodation, seats, entry passes • Rates, costs and tariffs, including details relating to specials, packages, discounts, peak and low season rates, premiums, commissions and group rates • Terms and conditions of sale, including details that apply to the business and to clients and purchasers • Booking requirements, including details required and timeline pre-requisites for advanced bookings. <p><i>Functions</i> should relate to:</p> <ul style="list-style-type: none"> • Individual system options and functions • Data entry and retrieval • Data storage and processing • Production of hard copy information • System flags and triggers for attention and action • Basic operational system back-up procedures • Interface with other systems and operational requirements.
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Information requirements may relate to:

- Requests from colleagues and other associated agencies/businesses
- Requests from clients, including responses to on-line requests
- Clarification of existing information on the system
- Specification of data that is required.

Apply search techniques and interrogating the system may include:

- Using search engines, including advanced search features and search engines specific to identified fields of information/knowledge
- Using appropriate key words
- Investigating indices, catalogues and directories provided by search engines
- Using confidence and relevancy ranking, where appropriate
- Querying and/or refining searches
- Using internal website search engines
- Using boolean search techniques
- Using multiple or meta search tools within a range of key words
- Using domain name searches
- Using database search functions
- Following relevant links
- Retrieving required information
- Complying with system and host enterprise requirements.

Interrogate the system may include:

- Accessing necessary screens and fields related to the search topic
- Using designated access protocols at differing levels of authorisation, including passwords and access codes
- Searching fields
- Opening screen options, including links, drop-down menus and related files and folders
- Conducting searches
- Referring to the operations manual to identify advanced interrogation techniques.

Verify captured information may include:

- Checking with person who made the request for information
- Comparing request criteria with information that has been sourced and obtained
- Checking currency of the data
- Verifying the source of the data, including assessing reputation and credibility of information provider
- Conducting follow-up searches and research as necessary
- Complying with host enterprise requirements.

Enable access may include:

- Obtaining internal authority to register with, or access, a site or system
- Making payment or placing order, where required, to access a user-pays system
- Registering host enterprise details with information provider
- Submitting access codes, information and data to enable access by others, including details relating to various access levels, where applicable

- Issuing authorities for staff to access sites and files, including details relating to various access levels, where applicable
- Book-marking relevant sites
- Complying with host enterprise requirements.

Select required information relates to:

- Considering available sources of potential information
- Determining and interrogating appropriate sources
- Choosing best option data to meet identified need.

Download information may include:

- Saving data to files and folders
- Producing hard copy material
- Enabling on-screen visual access without saving data
- Complying with system and host enterprise requirements.

Print information refers to:

- The production of information in hard copy form.

Forward information may include:

- Sending files to linked computers and/or systems
- Distributing hard copy information, including distribution to internal colleagues and external businesses and clients
- Complying with system and host enterprise requirements.

Save identified information may include:

- Saving electronic files to nominated folders and files
- Saving hard copy data to paper-based files

- Maintaining version control

- Recording data source.

Manipulate accessed information may include:

- Performing calculations to determine options
- Processing data to generate optimal solutions
- Integrating data into databases
- Complying with system and host enterprise requirements.

Report on findings may include:

- Supplying electronic, verbal or hard copy suggestions, recommendations and findings to:
 - Management
 - Colleagues
 - Businesses
 - Clients.

Enter data refers to uploading information to the host enterprise system and must include:

- Entering data in a timely manner
- Ensuring accuracy and completeness of data within files and fields
- Ensuring all files and fields are completed as required
- Integrating data with other information, as required
- Complying with system and host enterprise requirements.

Save and back-up data may include:

- Complying with relevant schedules
- Archiving material
- Storing data off-site

- Completing documentation to support data saving and back-up
- Complying with system and host enterprise requirements.

Assessment Guide

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

- Enterprise policies and procedures in regard to generation, manipulation, sharing, and protection of and access to data on an internal automated information system
- Principles of operation of automated information systems
- Principles governing copyright, use of intellectual property, privacy and confidentiality legislation of the host country
- Ability to use internet search and database interrogation techniques
- Ability to demonstrate basic keyboarding skills
- Ability to demonstrate electronic file handling capabilities, including file creation, file naming and re-naming, saving, copying, editing and printing.

Linkages To Other Units

- Access and interpret product information
- Access and retrieve computer-based data
- Use common business tools and technology
- Operate a computerised reservation system
- Source and provide destination information and advice
- Maintain product information inventory.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of the role of the automated information system within the host enterprise
- Demonstrated ability to create files and folders for nominated new information on a designated automated information system
- Demonstrated ability to access and retrieve nominated information from a designated automated information system and present that information in nominated electronic and hard copy format
- Demonstrated ability to save electronic versions of nominated information from a designated automated information system and forward that information to a selected in-house computer
- Demonstrated ability to input nominated data into appropriate electronic files, fields and/or folders on a designated automated information system
- Demonstrated ability to perform basic daily/weekly back-up procedures for a designated automated information system.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace to be able to demonstrate the application of techniques to operate an automated information system.

Resource Implications

Training and assessment must include the use of real equipment, databases, facilities, product information and systems in real or simulated workplace conditions.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Portfolio of hard copy documentation generated as a result of the operation of an automated information system
- Simulated practical exercises
- Role plays
- Oral and written questions
- 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	1	Determining information to be captured; evaluating and verifying system data from outside sources
Communicating ideas and information	1	Preparing retrieved information for presentation to those who requested it
Planning and organising activities	1	Scheduling system back-ups; determining files, folders and locations for system information

	Working with others and in teams	1	Cooperating with other in the retrieving and loading of system information
	Using mathematical ideas and techniques	1	Calculating costs to enable best match of data to meet identified client need
	Solving problems	1	Conductive alternative on-line searches to secure missing and/or follow-up information
	Using technology	1	Using the internet and the host enterprise automated information system