

<b>UNIT TITLE:</b> PERFORM CLERICAL PROCEDURES		<b>NOMINAL HOURS:</b> 15 hours
<b>UNIT NUMBER:</b> D1.HRS.CL1.11    D1.HOT.CL1.05    D2.TCC.CL1.09		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to perform clerical procedures in a range of settings within the six labor divisions of the hotel and travel industries.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Process office documents</b></p> <p>1.1 <i>Process documents</i> with appropriate office equipment in accordance with enterprise procedures and within designated timelines</p> <p>1.2 Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures</p> <p>1.3 Use <i>office equipment</i> to process documents</p> <p><b>Element 2: Draft correspondence</b></p> <p>2.1 Write text using clear and concise language</p> <p>2.2 Text is without spelling, punctuation and/or grammatical errors.</p> <p>2.3 Check information for accuracy prior to sending</p> <p><b>Element 3: Maintain document systems</b></p> <p>3.1 File/store documents in accordance with enterprise procedures</p> <p>3.2 Modify and/or update records management</p>	<p><b>Unit Variables</b></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 performing clerical procedures in a range of settings within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Documents</i> may include:</p> <ul style="list-style-type: none"> <li>• mail, such as incoming and outgoing correspondence, guest mail and courier</li> <li>• files, such as customer records, correspondence, financial records, receipts, invoices and orders</li> <li>• correspondence, such as letters, facsimiles, memos and reports</li> </ul>	

systems in accordance with enterprise procedures

- menus.

*Process* refers to:

- collating
- binding
- photocopying
- mailing
- e-mailing
- filing.

*Office equipment* may include:

- photocopier
- facsimile
- computer printer
- scanner.

#### **Assessment Guide**

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

- the enterprise's policies and procedures in regard to processing office documents
- the enterprise's policies and procedures in regard to using the filing system
- demonstrated ability to draft correspondence, process documentation and maintain document systems.

#### **Linkages to other units**

- access and retrieve computer-based data
- Produce documents, reports and worksheets on a computer

- Use common business tools and technology
- Gather and present product information
- Plan, manage and conduct meetings
- Develop and implement operational plans
- Read and write English at a supervisory level.

#### **Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstration of the ability to accurately process a range of office documentation within enterprise acceptable timeframes
- demonstration of the ability to produce documents that are easily understood and error free.

#### **Context of Assessment**

- this unit may be assessed on or off the job
- assessment should include practical demonstration either in the workplace or through a simulation, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility
- demonstration of skills across an operating period to address an adequate range of clerical procedures/tasks
- performance of clerical procedures within typical workplace time constraints.

#### **Assessment Methods**

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

- case studies
- observation of candidate performance

	<ul style="list-style-type: none"> <li>• oral and written questions</li> <li>• observation of practical candidate performance</li> <li>• oral and written questions</li> <li>• portfolio evidence</li> <li>• problem solving</li> <li>• third party reports completed by a supervisor project and assignment work.</li> </ul> <p><b>Key Competencies in this Unit</b></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 and reshaping tasks</i></p>		
	<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
	Collecting, organizing and analyzing information	1	Identify what information to include in written correspondence
	Communicating ideas and information	1	Produce written correspondence
	Planning and organizing activities	1	Plan content and layout of written correspondence; file documentation
	Working with others and in teams	1	Produce written documentation for others
	Using mathematical ideas and techniques	-	

	Solving problems	1	Resolve equipment malfunctions
	Using technology	1	Use routine software to produce routine office documents