

# Competency Standard

<b>UNIT TITLE:</b> PLAN AND ESTABLISH SYSTEMS AND PROCEDURES		<b>NOMINAL HOURS:</b> 50
<b>UNIT NUMBER:</b> D1.HGE.CL7.07    D1.HGA.CL6.01    D2.TGA.CL6.08		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to plan and establish systems and procedures in a range of settings		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1. Plan and develop systems and procedures</b></p> <p><b>1.1</b> Identify the need for enterprise <i>systems and procedures</i>, and clarify enterprise requirements by monitoring the workplace and consulting with colleagues and customers on an ongoing basis</p> <p><b>1.2</b> Identify problem areas and take prompt action to identify possible responses</p> <p><b>1.3</b> Develop or revise systems and procedures using appropriate <i>consultative processes</i></p> <p><b>1.4</b> Consider immediate operational needs and <i>enterprise goals</i>, and <i>capabilities and resources</i>, when developing or revising systems and procedures</p> <p><b>1.5</b> Identify any relevant <i>legal and ethical constraints</i></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 planning and establishing systems and procedures within the labour 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>Systems and procedures</i> may include:</p> <ul style="list-style-type: none"> <li>• Customer service procedures</li> <li>• Bar or restaurant procedures</li> </ul>	

<p><b>Element 2. Establish systems and procedures</b></p> <p><b>2.1</b> Provide advance notice of new systems and procedures to <i>colleagues</i></p> <p><b>2.2</b> Introduce systems and procedures to the workplace in a manner that causes minimum disruption to customers and colleagues</p> <p><b>2.3</b> Provide training and support to colleagues as required</p> <p><b>Element 3. Review systems and procedures</b></p> <p><b>3.1</b> Monitor the <i>efficiency and effectiveness</i> of systems and procedures</p> <p><b>3.2</b> Seek suggestions for improvements to systems and procedures from <i>colleagues</i> at all levels</p> <p><b>3.3</b> Make adjustments to systems and procedures where necessary</p>	<ul style="list-style-type: none"> <li>• Kitchen systems and procedures including food safety</li> <li>• Housekeeping systems</li> <li>• Office administration systems</li> <li>• Reservations procedures</li> <li>• Cleaning and maintenance procedures</li> <li>• Quality assurance procedures</li> <li>• Security procedures</li> <li>• Stock control systems and procedures</li> <li>• Occupational health, safety and welfare procedures.</li> </ul> <p><i>Consultative processes</i> may involve:</p> <ul style="list-style-type: none"> <li>• Other employees and supervisors</li> <li>• Customers and suppliers</li> <li>• Management and union representatives</li> <li>• Industrial relations and occupational health, safety and welfare specialists</li> <li>• Other professional or technical staff, contractors and maintenance personnel.</li> </ul> <p><i>Enterprise goals</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Key Performance Indicators (KPIs)</li> <li>• Strategic objectives</li> <li>• Price</li> <li>• Market and sales indicators</li> <li>• Brand value</li> <li>• Quality standards and criteria</li> <li>• Performance benchmarks.</li> </ul>
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*Capabilities and resources* may include

- Human resources
- Financial resources
- Equipment capacity
- Staff skill levels
- Hours of operation
- Communication capabilities.

*Legal and ethical constraints* may include

- Legislation
- Regulation
- Codes of practice
- Cultural expectations and influences
- Social responsibilities, e.g. Protection of children, environmental issues.

*Colleagues* may include:

- Supervisors and managers
- Human resources staff
- Co-workers
- Workplace trainers
- Specialist staff.

*Efficiency and effectiveness* may relate to:

- Performance based criteria
- Cost and time related factors
- Noting significant positives and negatives to the system.

**Assessment Guide**

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

- Knowledge of typical systems and procedures related to operational area
- In-depth technical knowledge of the area in which systems/procedures are to be introduced
- In-depth knowledge of the context or enterprise, including policy and goals, budgets, personnel, communication channels
- Knowledge of the legislative framework within which the enterprise must operate.

**Linkages To Other Units**

- Monitor workplace operations
- Lead and manage people
- Maintain quality customer/guest service
- Manage and implement small projects
- Use common business tools and technology
- Work effectively with colleagues and customers.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated ability to accurately identify workplace systems and procedural needs
- Demonstrated ability to develop and implement appropriate systems/procedures within a specific travel and hotel industry environment
- Demonstrated ability to develop or review systems and procedures related to a particular enterprise or work context
- Demonstrated ability to solve an identified problem in a given system or procedure.

**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 plan and establish systems and procedures 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 plan and establish systems and procedures within a hotel and travel industry context.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace that provides the candidate with an opportunity to develop, implement and review systems and procedures; 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.

<b>Key Competencies in this Unit</b>		
<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>		
<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	2	Research technical information to develop or review systems and procedures and seek feedback from others on existing systems and procedures; analyse feedback, facts and opinions on existing or proposed systems and procedures
Communicating ideas and information	2	Present systems and procedures to team members
Planning and organising activities	3	Plan and organise systems and procedures for an enterprise; plan and organise a review of systems and procedures
Working with others and in teams	2	Identify customer and colleague needs; relate effectively to individuals and groups
Using mathematical ideas and techniques	0	
Solving problems	2	Examine and identify problems or potential problems in proposed or existing systems and procedures
Using technology	1	Use a computer to develop plans and systems