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| UNIT TITLE: USE COMMON BUSINESS TOOLS AND TECHNOLOGY | | NOMINAL HOURS: 25 |
| UNIT NUMBER: D1.HGE.CL7.12 D1.HGA.CL6.12 D2.TCC.CL1.13 | | |
| UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to use common business tools and technology in a range of settings within the hotel and travel industries. | | |
| ELEMENTS AND PERFORMANCE CRITERIA | UNIT VARIABLE AND ASSESSMENT GUIDE | |
| <p>Element 1: Access and use common business tools</p> <p>1.1 Identify and access <i>business tools</i> required to achieve work outcomes in accordance enterprise policy and procedures</p> <p>1.2 Use business tools efficiently and effectively and in accordance with enterprise policy and procedures</p> <p>1.3 Obtain and maintain business tools required to support workplace activities</p> <p>1.4 Store business tools in accordance with enterprise procedures and to <i>reduce theft and fraudulent activity</i></p> <p>Element 2: Select and use common business technology</p> <p>2.1 Select appropriate <i>business technology</i> and/or <i>software applications</i> to achieve the requirements of <i>work task</i></p> <p>2.2 Use technology in a way which promotes a safe work environment</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 use common business tools and technology within the labor 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>Business tools</i> may include:</p> <ul style="list-style-type: none"> • information, knowledge and other intellectual resources • finances • facilities • equipment • stock and supplies. | |

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| <p>Element 3: Maintain technology</p> <p>3.1 Identify and replace used technology <i>consumables</i> in accordance with manufacturer's instructions and organizational requirements</p> <p>3.2 Carry out and/or arrange <i>routine maintenance</i> to ensure that equipment is maintained in accordance with manufacturer's instructions and enterprise requirements</p> <p>3.3 Identify equipment faults and take appropriate action in accordance with manufacturer's instructions or by seeking <i>specialized assistance</i></p> | <p><i>Reduce theft and fraudulent activity</i> may include:</p> <ul style="list-style-type: none"> • security systems • staff undertaking police checks • lockable storage • stock control processes • restricted access protocols. <p><i>Business technology</i> may include</p> <ul style="list-style-type: none"> • computer equipment • digital cameras • security surveillance technology • hand-held input devices • communication systems. <p><i>Software applications</i> may include:</p> <ul style="list-style-type: none"> • word processing packages • spreadsheet packages • accounting packages • database packages • presentation packages • internet browsers. <p><i>Work task</i> may relate to:</p> <ul style="list-style-type: none"> • processing reservations • undertaking stock takes • processing financial records • producing documentation. |
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Consumables may include:

- toner
- tapes
- discs
- Universal Serial Bus (USB) drives
- external hardware.

Routine maintenance may relate to:

- creating more space on the hard disk
- cleaning dust from internal and external surfaces
- using up-to-date antivirus programs
- backing up files before major maintenance
- reviewing and updating programs
- deleting unwanted files/programs.

Specialized assistance may include:

- internal maintenance support
- external maintenance support
- use of commercial 'help' desks
- contractors
- manufacturers.

Assessment Guide

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

- knowledge of sources of information and advice on common business tools and technology relevant to the industry sector
- knowledge of 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"> • typical equipment maintenance procedures conducted by operational staff as opposed to specialist maintenance personnel • key factors in achieving productivity and efficiency from common business tools and technology, including effective monitoring and reporting of faults and regular maintenance. <p>Linkages To Other Units</p> <ul style="list-style-type: none"> • manage physical assets and infrastructure • access and retrieve computer based data • communicate on the telephone • plan and establish systems and procedures • monitor and maintain a business computer system • read and write English at an advanced level. <p>Critical Aspects of Assessment</p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • demonstrated knowledge of the broad technological environment in which the enterprise operates and of the various options of business tools and technology in different industry sectors • demonstrated knowledge of and ability to use typical systems and procedures for the maintenance of common business tools and technology. <p>Context of Assessment</p> <p>This unit may be assessed on or off the job</p> <ul style="list-style-type: none"> • assessment should include practical demonstration of the completion or project or work activities that required the candidate to use common business tools and technology • 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 use common business tools and technology. |
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Resource Implications

Training and assessment to include access to a real or simulated workplace and a variety of common business tools and technology appropriate to the industry sector or enterprise; 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

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 |
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| Collecting, organizing and analyzing information | 2 | Review and analyze literature on different business tools and technology |
| Communicating ideas and information | 2 | Demonstrate how to perform basic maintenance to team members |
| Planning and organizing activities | 2 | Organize work flow to facilitate the smooth introduction of a new tool or piece of technology |

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| | Working with others and in teams | 2 | Identify training needs and provide appropriate support to team members |
| | Using mathematical ideas and techniques | 0 | |
| | Solving problems | 2 | Identify technology to solve administrative problems |
| | Using technology | 2 | Use appropriate technology to complete work tasks |