CATAPULT

SITTTSL010

Use a computerised reservations or operations system

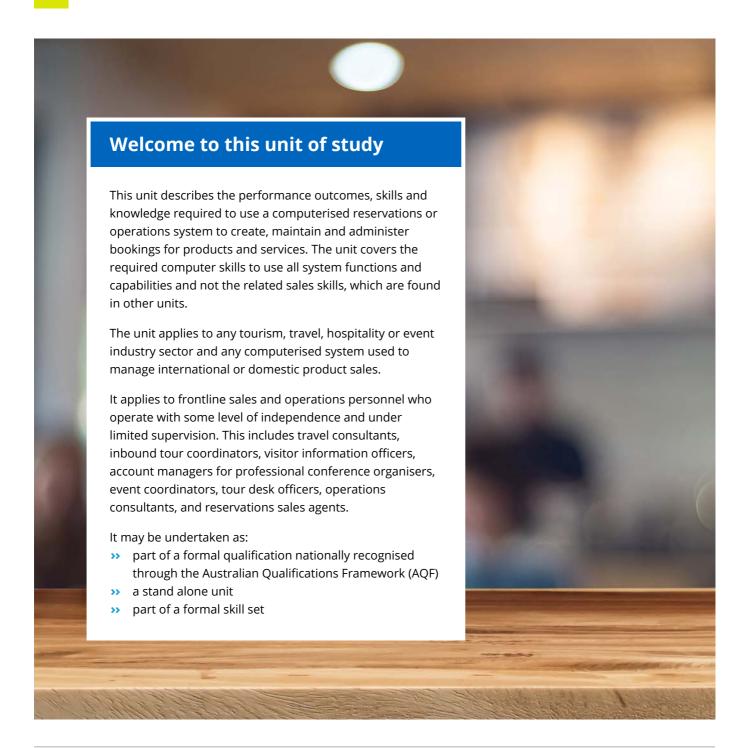# Table of Contents (Extract)

Trainer/assessor guide

SITTTSL010
Use a computerised reservations or operations system

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for products and services. The unit covers the required computer skills to use all system functions and capabilities and not the related sales skills, which are found in other units.

The unit applies to any tourism, travel, hospitality or event industry sector and any computerised system used to manage international or domestic product sales.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, and reservations sales agents.

It may be undertaken as:
>> part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
>> a stand alone unit
>> part of a formal skill set

Contents

◻ About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- ›› Access and manipulate system information
- ›› Use computer system features to create and administer reservations
- ›› Send and receive communications
- ›› Administer sales and operations functions using the system

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- ›› a set of true or false questions
- ›› a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- ›› information on competency-based assessment
- ›› instructions on how you will be assessed
- ›› assessment tools to assess your competence
- ›› instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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