UNIT TITLE: ACCESS AND RETRIEVE COMPUTER-BASED DATA	NOMINAL HOURS: 25 hours

UNIT NUMBER: D1.HRS.CL1.01 D1.HOT.CL1.06 D2.TCC.CL1.10

UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to access and retrieve computer-based data in the hotel and travel industries workplace context.

ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
Element 1: Open file **1.1** Turn on/access computer system correctly **1.2** Select or load appropriate software **1.3** Identify and open correct file **Element 2: Access computer-based data** **2.1** Use computer features to access a range of data or information **2.2** Retrieve data using prescribed systems, sequences and appropriate keyboard techniques **2.3** Access data stored on a variety of data storage mediums, private computer networks and the Internet **2.4** Use searches and queries to find desired Information **Element 3: Retrieve computer-based data** **3.1** Locate data to be retrieved **3.2** Check that data meets requirements **3.3** Print or transfer file to data storage medium as required.	**Unit Variables** 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. This unit applies to accessing and retrieving computer-based data within the labor divisions of the hotel and travel industries and may include: 1. Front Office 2. Housekeeping 3. Food and Beverage 4. Travel Agencies 5. Tour Operation *Computer system* will vary depending on the enterprise, and may include: • Windows • Mac • Portable computers • Stand-alone computers • Networked computers.

| | *Data or information* may include:

    •   Costs
    •   Availability, eg room, tour, seats, etc
    •   Product information
    •   Industry information
    •   Customer information
    •   Time
    •   Timetables
    •   Reservation data.

Retrieve data may relate to:

    •   Finding document data
    •   Saving changes made to the document
    •   Finding document.

Data Storage mediums include:

    •   Compact Disks – (CDR)
    •   Digital Video Disks (DVDR)
    •   Floppy disks
    •   Flash Drives
    •   Portable hard drives
    •   External hard drives
    •   Local hard drives
    •   Network drives.

Locate data to be retrieved may relate to data stored on:

    •   Compact Disks – (CD)
    •   Digital Video Disks (DVD)
    •   Blu Ray Disks
    •   Floppy disks
    •   Flash Drives
    •   Portable hard drives
    •   External hard drives
    •   Local hard drives
    •   Network drives. |

	Assessment Guide
	The following skills and knowledge must be assessed as part of this unit:
	• knowledge of enterprise policies and procedures in regard to using the computer system to
	• access and retrieve computer-based data
	• ability to apply basic principles of computer searches and/or queries
	• ability to undertake administrative procedures related to accessing requested data.
	Linkages To Other Units
	This is a core unit that underpins effective performance in all other units; combined training and assessment may be appropriate
	Critical Aspects of Assessment
	Evidence of the following is essential:
	• demonstrated ability to access enterprise computer system
	• demonstrated ability to access and retrieve computer-based data within accepted timeframe
	• demonstrated ability to apply knowledge of basic computer operations.
	Context of Assessment
	This unit may be assessed on or off the job
	• assessment should include practical demonstration of accessing and retrieving computer-
	• based data either in the workplace or through a simulation activity, supported by a range of
	• methods to assess underpinning knowledge
	• assessment must relate to the individual's work area, job role and area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

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
- role plays
- 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, organizing and analyzing information	1	Compare sources of information and data; retrieve data in a format that is useful
Communicating ideas and information	1	Use searches and queries to find information
Planning and organizing activities	1	Prioritize actions

	Working with others and in teams	0	
	Using mathematical ideas and techniques	0	
	Solving problems	1	Use computer to find information to resolve complaints
	Using technology	1	Use computer to access and retrieve data