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

<table>
<thead>
<tr>
<th>UNIT NUMBER: D1.HRS.CL1.01 D1.HOT.CL1.06 D2.TCC.CL1.10</th>
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**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

<table>
<thead>
<tr>
<th>Element 1: Open file</th>
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<tbody>
<tr>
<td>1.1 Turn on/access computer system correctly</td>
</tr>
<tr>
<td>1.2 Select or load appropriate software</td>
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<td>1.3 Identify and open correct file</td>
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<table>
<thead>
<tr>
<th>Element 2: Access computer-based data</th>
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<tbody>
<tr>
<td>2.1 Use computer features to access a range of data or information</td>
</tr>
<tr>
<td>2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard</td>
</tr>
<tr>
<td>techniques</td>
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<tr>
<td>2.3 Access data stored on a variety of data storage mediums, private computer</td>
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<tr>
<td>networks and the Internet</td>
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<tr>
<td>2.4 Use searches and queries to find desired Information</td>
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<thead>
<tr>
<th>Element 3: Retrieve computer-based data</th>
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</thead>
<tbody>
<tr>
<td>3.1 Locate data to be retrieved</td>
</tr>
<tr>
<td>3.2 Check that data meets requirements</td>
</tr>
<tr>
<td>3.3 Print or transfer file to data storage medium as required.</td>
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### UNIT VARIABLE AND ASSESSMENT GUIDE

**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

<table>
<thead>
<tr>
<th>Key Competencies</th>
<th>Level</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collecting, organizing and analyzing information</td>
<td>1</td>
<td>Compare sources of information and data; retrieve data in a format that is useful</td>
</tr>
<tr>
<td>Communicating ideas and information</td>
<td>1</td>
<td>Use searches and queries to find information</td>
</tr>
<tr>
<td>Planning and organizing activities</td>
<td>1</td>
<td>Prioritize actions</td>
</tr>
<tr>
<td>Skill</td>
<td>Level</td>
<td>Description</td>
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<td>-------------------------------------</td>
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<tr>
<td>Working with others and in teams</td>
<td>0</td>
<td></td>
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<tr>
<td>Using mathematical ideas and techniques</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Solving problems</td>
<td>1</td>
<td>Use computer to find information to resolve complaints</td>
</tr>
<tr>
<td>Using technology</td>
<td>1</td>
<td>Use computer to access and retrieve data</td>
</tr>
</tbody>
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