

Domain	FRONT OFFICE OPERATIONS	Unit ID: 278
Title:	Utilise basic computing skills as part of front office operations	
Level: 3		Credits: 5

Purpose

This unit standard specifies the competency required to apply basic computing skills as part of front office operations. People credited with this unit standard are able to: demonstrate safe practice when using a computer; produce simple word processed documents; use basic internet and email applications; and maintain database or spreadsheet records.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment.

There must be documented evidence of multiple occasions where the candidate has performed services.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.

4. Glossary of terms

- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
- *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
- *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.

- *Tools and equipment* may include but are not limited to computers, mouse, external storage devices and basic computer applications and internet connection.
5. All inspection, operation and maintenance procedures associated with the use of computing equipment shall comply with establishment procedures and manufacturer's instructions.
 6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - The Social Security Act 1994
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Demonstrate safe practice when using a computer

Range

Ergonomic requirements may include but are not limited to workstation height and layout, chair height, seat and back adjustment, footrest, screen position, keyboard and mouse position, document holder, posture, avoiding radiation from computer screens, lighting, noise minimisation.

Establishment requirements may include but are not limited to log-on procedures, password protection, storage or location of data.

Conservation techniques to minimise wastage may include but are not limited to double sided paper use, reused paper for rough drafts, observing confidentiality requirements, disposing of non-confidential waste paper in recycling bins, utilising power save options for equipment.

Performance Criteria

- 1.1 Safe work practices are used, including adjusting workspace, furniture and equipment to suit the ergonomic requirements of the user in line with establishment procedures.

- 1.2 Energy and resource conservation techniques are used to minimise wastage in line with establishment and statutory requirements.
- 1.3 Methods to protect establishment records and files are explained and demonstrated.

Element 2: Produce simple word processed documents

Range

Documents may include memos, faxes, letters, standard form letters, labels, envelopes, agendas, minutes, briefing papers, short reports, one-page flyers.

Establishment requirements may include but are not limited to standard formats, author's instructions, use of templates.

Drafting of documents includes but is not limited to accessing Word processing package, entering text according to specifications, saving document in appropriate location and closing and exiting Word processing application.

Software functions may include but are not limited to default settings, page set-up paragraph formatting, text formatting, tabs, line spacing, page numbers, header and footers, spell check, grammar check, Thesaurus function, indent, document protection.

Formatting may include but are not limited to page orientation, margins, company logo or letter head, columns, enhancements to text colour, text size, or text orientation, enhancements to format borders, patterns and colours, alignment on page, headers and footers, bold, italics, underline and alignment.

Editing may include but is not limited to copy, paste, undo, redo, cut, move and insert and using the Help function.

Printing may include but is not limited to printer setup, whole document, specified pages, odd or even pages, multiple copies.

Naming and storage of documents may include but are not limited to file names which are easily identifiable in relation to the content, file or directory names which identify the operator, author, section, date, etc., file names according to establishment procedures such as numbers rather than names, storage in folders and sub-folders, storage on hard or floppy disc drives, CD ROM, tape backup, establishment policy for backing up files, establishment policy on filing hard copies of documents, filing locations, security, authorized access.

Checking may include proofreading, accuracy of information, spelling (electronically and manually) grammar, consistency of layout, insuring instructions regarding content and format have been followed.

Basic trouble shooting procedures may include but are not limited to page orientation, print option, paper supply, power supply and cable connections.

Performance Criteria

- 2.1 Document purpose and audience presentation requirements are clarified with relevant personnel in line with establishment police and procedures.
- 2.2 Establishment requirements relevant to document format and style, storage and security requirements are identified.
- 2.3 Documents are drafted in line with establishment formats and protocols.
- 2.4 Clear and concise language is used, appropriate for purpose, audience and situation.
- 2.5 Content, spelling, punctuation and grammar are checked in line with establishment and task requirements.
- 2.6 Software functions are used to ensure consistency in design and layout, and document is formatted in line with establishment style and presentation requirements.
- 2.7 Manuals, user documentation and online assistance are used to overcome problems with documentation and production in line with establishment procedures.
- 2.8 Document is previewed, adjusted, edited and printed in line with establishment and task requirements.
- 2.9 Document is prepared within designated timeframes, establishment requirements and acceptable standards for speed and accuracy.
- 2.10 Document is named and stored, in line with establishment requirements and the application exited without information loss or damage.
- 2.11 Basic troubleshooting procedures are applied to ensure correct operation.

Element 3: Use basic internet and email applications

Range

Connecting to the internet includes but is not limited to launching browser, displaying specific web address and exiting browser.

Use of the internet includes but is not limited to a browser, search engine, links and favourites to enter and download information.

Security features include firewalls, anti-spy and anti-virus programmes.

Using an address book includes but is not limited to creating new address, editing addresses, grouping addresses and sending grouped addresses to folders.

Performance Criteria

- 3.1 Connection to the internet is established in line with establishment procedures.
- 3.2 The internet is used to access and download information as required, in line with establishment procedures.
- 3.3 Basic security features are used in line with establishment requirements.
- 3.4 Requirements of emailing task are identified and appropriate email programme used in line with establishment and task requirements.
- 3.5 Email messages are retrieved, sorted, created, sent, printed, deleted or saved, and stored as required in line with establishment procedures.
- 3.6 Address book in the email application is used in line with establishment requirements.

Element 4: Maintain database or spreadsheet records

Performance Criteria

- 4.1 The correct database and/or spreadsheet application is opened in accordance with systems requirements and establishment procedures.
- 4.2 Data record and/or saved spreadsheet are accessed in accordance with systems requirements and establishment procedures.
- 4.3 Data records are added, updated, deleted and changed as required by the business process and in accordance with systems requirements and establishment procedures.
- 4.4 Inputted or amended records are saved in accordance with systems requirements
- 4.5 Any required printouts are produced in the format specified in establishment procedures.
- 4.6 Records and/or files are closed in accordance with systems requirements and establishment procedures.
- 4.7 Application is closed at conclusion of operations in accordance with systems requirements and establishment procedures.
- 4.8 Manuals, user documentation and online assistance are used to overcome problems with data input and manipulation in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism

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