



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Knowledge in yield management NS009-4				
TQF Level:	4	Credits:	10	Version:	1
National standard code:	NS009-04				
Associated qualification (and code):	National Certificate in Front Office Management Level 4 (QR-04-NQ-018-03-0903-18-01)				
Approval date:	9 April 2019		Review date:	9 April 2024	
Purpose:	Demonstrate knowledge in yield management				
Learning Outcome 1 (LO1)	Explain yield in the Tonga organization, commercial or otherwise.				
Performance standards	<ol style="list-style-type: none"> 1.1 The explanation includes a definition of yield; 1.2 The explanation includes factors that affect yield; 1.3 The explanation outlines a method of calculating yield; 1.4 The explanation outlines the target yield for a particular process and product in accordance with organization requirements; 1.5 The explanation outlines the importance of managing production yields and the utilisation of product, in terms 				

	<p>of the effect on organization performance.</p> <p>1.6 The explanation outlines reporting yield in accordance with organization requirements.</p>
Pre-requisites	National Certificate in Customer Service Level 3
Co-requisites	N/A
Underpinning skill and knowledge	<ul style="list-style-type: none"> • Yield management knowledge • Basic money skills (creating a change, balance a check book, create a simple budget, etc.); • Computer skills; • MS Office (such MS Excel, Powerpoint, Word). • Internet search.
Suggested assessment methods	<ol style="list-style-type: none"> 1. Final Examination (40%) 2. <u>Coursework (60%).</u> <p><u>Examples:</u></p> <ol style="list-style-type: none"> a. Mid-semester test; b. Written assignments based on; c. Research of relevant literature.
Resource requirements	<ol style="list-style-type: none"> 1. Standard classroom resources such as student desks and chairs, writing board, student notice board, projector; 2. Computers for staff and students; 3. Internet access to staff and students; 4. Library.
Moderation arrangements	<p>Provider Moderation processes, OR TNQAB Moderation processes:</p> <ul style="list-style-type: none"> • Pre-marking • Intra-marking • Post-marking
Requirements to complete this unit	Learners must achieve at least 50% in all coursework, and examinations.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.