

Title	Read and comprehend work-related documents for a tourism workplace		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to read and comprehend work-related documents for a tourism workplace.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

Definitions

Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry.

Tourism workplaces refer to transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

Tourism work-related documents refer to printed or electronic documents which directly relate to the operations of a tourism workplace, such as tourism and travel organisational policies and procedures manual, operating instructions for equipment, travel brochures, travel guides, International Air Transport Association (IATA) ticketing handbook, tourism industry supplier manuals, travel industry directory and information guide, travel insurance brochure.

Outcomes and performance criteria

Outcome 1

Read and comprehend work-related documents for a tourism workplace.

Range evidence is required for two different tourism work-related documents.

Performance criteria

1.1 An index or table of contents is used to locate specific information.

Range evidence is required for a minimum of five pieces of information for each document.

1.2 Specific information within the document is correctly interpreted.

Range evidence is required for a minimum of 10 pieces of information for each document.

- 1.3 Abbreviations, tourism industry jargon, or technical language are interpreted correctly according to the purpose of the text.

Range evidence is required for a minimum of five examples of abbreviations, tourism industry jargon, or technical language across the two documents.

Replacement information	This unit standard replaced unit standard 18232.
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Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 January 2008	31 December 2018
Review	2	16 March 2017	31 December 2024
Review	3	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.