

National Certificate in Travel (Level 4)

Level 4

Credits 67

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2017.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Travel (Level 4) [Ref: 2204].

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	October 1995	December 1998
Revision	2	July 1996	December 1998
Revision	3	April 1997	December 1998
Revision	4	January 1998	December 1998
Revision	5	April 1998	December 2004
Review	6	July 2001	December 2006
Revision	7	May 2003	December 2006
Revision	8	May 2005	December 2012
Republished	8	October 2009	December 2012
Review	9	August 2010	December 2017
Review	10	February 2014	December 2017

Standard Setting Body

ServiceIQ
PO Box 25522
Wellington 6146

Telephone 0800 863 693
Fax 04 817 5399
Email qualifications@serviceiq.org.nz
Website www.serviceiq.org.nz

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Purpose

The National Certificate in Travel (Level 4) [Ref: 0113] recognises the skills and knowledge required in making and processing international travel arrangements that meet customer needs.

The compulsory section ensures people who hold this qualification can demonstrate knowledge of airline terminology and products; establish and develop sales client relationships; outline and apply contract legislation and common law principles; and advise customers of regulatory requirements for international air travel.

Elective 1 allows people training on the job to select standards relevant to their particular work role. Alternatively, people in pre-employment training can either select from an assortment of standards or focus on standards that are relevant to a particular work role. This elective includes standards that relate to international land, water, air, and group travel; dealing with difficult situations and customer complaints; applying calculations and data analysis; and presenting information orally to an audience.

Elective 2 ensures people who hold this qualification can demonstrate knowledge of at least two international tourist destinations. Elective 3 allows people to select standards from a range of domains depending on the needs and aspirations of the individual.

This qualification builds on knowledge and skills from the National Certificate in Travel (Level 3) [Ref: 0112], or the National Certificate in Travel (Level 3) with strands in Retail Travel, and Wholesale Travel [Ref: 1481].

On completion of this National Certificate, training may continue towards the National Diploma in Tourism (Management) (Level 5) [Ref: 0473].

Special Notes

People may commence training and assessment towards this qualification without having been awarded the National Certificate in Travel (Level 3) [Ref: 0112], or alternatively the National Certificate in Travel (Level 3) with a strand in Retail Travel, or Wholesale Travel [Ref: 1481]. However, they will not be awarded this qualification until they have been awarded either [Ref: 0112] or [Ref: 1481].

Credit Range

	Compulsory	Elective 1	Elective 2	Elective 3
Level 3 credits	8	-	16	-
Level 4 or above credits	11	20	-	12
Minimum totals	19	20	16	12

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Prior award of National Certificate in Travel (Level 3) [Ref: 0112], or National Certificate in Travel (Level 3) [Ref: 1481] with Strand Retail Travel or Strand Wholesale Travel
- Compulsory standards
- Elective 1 – A minimum of 20 credits as specified
- Elective 2 – A minimum of 16 credits as specified
- Elective 3 – A minimum of 12 credits as specified

Detailed Requirements

Compulsory

The following standards are required

Service Sector > Retail, Distribution, and Sales > Wholesale

ID	Title	Level	Credit
10457	Establish and develop sales client relationships	4	5

Service Sector > Tourism > Travel

ID	Title	Level	Credit
18282	Advise customers of regulatory requirements for international air travel	3	4
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
20490	Outline and apply contract legislation and common law principles to the tourism industry	4	6

Elective 1

A minimum of 20 credits

Business > Business Administration > Business Information Management

ID	Title	Level	Credit
1986	Apply calculations, data analysis, and statistical interpretation in a business context	4	5

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9692	Present information orally to an audience	5	4

Service Sector > Tourism > Travel

ID	Title	Level	Credit
18205	Demonstrate knowledge of and process reservations for cruises outside New Zealand	4	4
18206	Demonstrate knowledge of and process reservations for coach and overland tours operating outside New Zealand	4	6
18218	Construct and ticket air fares using International Air Transport Association (IATA) principles	4	12
18222	Research and market a group tour	4	8
26465	Demonstrate knowledge of and process reservations for international air travel originating from New Zealand	4	8
26466	Deal with customer complaints in the travel industry	4	3
26467	Deal with a difficult situation in the travel industry	4	3
26468	Produce itineraries and quotations, and complete travel reservations and documentation for groups	4	8
26469	Process long haul air travel requirements using a computer reservation system	4	6
26470	Demonstrate knowledge of and provide flight options and fare quotes for air travel using the Internet	4	4
26471	Demonstrate knowledge of and prepare quotes for specialist travel products outside New Zealand	4	3

Elective 2

A minimum of 16 credits

Service Sector > Tourism > Travel

ID	Title	Level	Credit
18213	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination	3	8
18214	Demonstrate knowledge of the United States and Canada as a tourist destination	3	8

ID	Title	Level	Credit
26461	Demonstrate knowledge of Asian countries as tourist destinations	3	8
26462	Demonstrate knowledge of Central American and/or South American countries as tourist destinations	3	8
26463	Demonstrate knowledge of European countries as tourist destinations	3	8
26464	Demonstrate knowledge of Middle Eastern and/or African countries as tourist destinations	3	8

Elective 3

A minimum of 12 credits at Level 4 or above

Field	Subfield	Domain
Business	Business Administration	Business Administration Services
	Business Operations and Development	People Development and Coordination
		Project Management
		Quality Management
	Systems and Resources Management	
	Financial Management	Financial Skills
Humanities	Communication Skills	Interpersonal Communications
		Writing
Service Sector	Retail, Distribution, and Sales	Sales Transactions
	Tourism	Travel
		Visitor Services

Transition Arrangements

Version 9

Version 9 was issued following a review in order to make changes to content.

Changes to structure and content

- The overall credit value increased from 65 to 67 credits.
- Standard 18225 was removed from the Compulsory section.
- Standards 10457, 20490, and 25192 were added to the Compulsory section.
- The credit requirements for Elective 1 changed from a minimum of 30 credits to a minimum of 20 credits.
- Standards 18208 and 18283 were removed from Elective 1.
- Standard 18219 in Elective 1 was replaced by standard 26465.
- Standards 1986, 9692, and 26466-26471 were added to Elective 2.
- The credit requirements for Elective 2 changed from a minimum of 20 credits to a minimum of 16 credits.

- Standard 3727 was removed from Elective 2.
- Standard 18207 was replaced by standards 26461-26464 in Elective 2.
- The credit requirements for Elective 3 changed from a minimum of 4 credits at Level 4 or above to a minimum of 12 credits at Level 4 or above.
- The choice of domains in Elective 3 was updated to reflect the changes made to reviewed subfields and domains.

People currently working towards version 8 of this qualification may either complete the requirements for that version before December 2012 or transfer their results to version 9.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
18207	26461, 26462, 26463, 26464
18219	26465

It is not intended that any candidate should be disadvantaged by this review, therefore any person who considers they have been disadvantaged may appeal to the SSB (see contact details below).

Previous versions of the qualification

Version 8 was issued following the review of the National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876], and to take account of the review and reclassification of *Retail and Wholesale* and *Service Sector Skills* standards.

Version 7 was issued to clarify the prerequisite relationship with the National Certificate in Travel (Level 3) [Ref: 0112]. New domains were also added to Elective 3 following the review and reclassification of *Retail and Wholesale* standards.

Version 6 was issued to take into account the review of the *Tourism* standards. The review also took into consideration changes in industry regulations, market changes and technological advances.

Version 5 was issued to include some additional standards and to amend the requirements of Elective A.

Other standard setting bodies whose standards are included in the qualification

NZQA
Retail Institute

Certification

This certificate will display the logos of NZQA, ServiceIQ and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
636	Service Sector > Tourism > Travel	080501	Management and Commerce > Sales and Marketing > Sales

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

REVIEWED