

Title	Demonstrate knowledge of Pacific Island countries as visitor destinations		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: identify suppliers used by the New Zealand travel industry to book travel products in Pacific Island countries; present information to customers about air transport and ground product, and related services available to visitors travelling to, from, and within Pacific Island countries; present information to customers about activities, attractions, and events in Pacific Island countries; and provide travel information for visitors to Pacific Island countries.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

1 Definitions

Activities refer to commercial activities at a destination which are of interest to visitors. For example – excursions, boat cruises, nature treks, city tours.

Attractions refer to both constructed and natural attractions existing at a destination which are of interest to visitors. For example: constructed attractions may include – museums, buildings, zoos; natural attractions may include – forests, lakes, rivers.

Current regulations refer to those outlined by the official department of the country concerned.

Current travel industry resources refer to any resource, manual or electronic, used in the travel industry. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.

Destination refers to the place visited that is central to the decision to take the trip.

Domestic transport services may include – airline, bus or ferry services.

Events refer to staged events which occur on a regular basis at a destination which are of interest to visitors. For example – exhibitions, festivals, sports events.

Features may include but are not limited to – what there is to see and do, location, duration, time of year, facilities/services available.

Rental vehicle operator refers to suppliers of rental cars or motor scooters.

Route refers to travel between two destinations. For example – Nadi to Suva.

Seasons may include – wet, dry, hurricane, cyclone, tornado, summer, autumn, winter, spring.

Suppliers may include but are not limited to – wholesalers or direct suppliers.

Travel industry workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer

service delivery, personal presentation, legislation, organisational structure, business objectives.

- 2 For the purpose of this unit standard Pacific Island countries include – Fiji, Cook Islands, Vanuatu, Samoa, Tonga, French Polynesia, New Caledonia, Norfolk Island, Hawaii.
- 3 **Range**
Three Pacific Island countries are selected and must apply to the entire unit.
- 4 All assessment tasks for performance criteria are to be carried out in accordance with current travel industry resources.

Outcomes and performance criteria

Outcome 1

Identify suppliers used by the New Zealand travel industry to book travel products in Pacific Island countries.

Performance criteria

- 1.1 Travel products offered, and their suppliers used to book travel products in Pacific Island countries are identified.

Outcome 2

Present information to customers about air transport and ground product, and related services available to visitors travelling to, from, and within Pacific Island countries.

Performance criteria

- 2.1 Airline services between New Zealand and Pacific Island countries are identified and presented.

Range gateway cities, operating carrier(s), flight/travel times.
- 2.2 Domestic transport services within Pacific Island countries are identified and presented.

Range routes, operator(s), service/travel times;
two different routes per country.
- 2.3 Type and operator of an airport transfer service available to visitors within Pacific Island countries is identified and presented.

2.4 Products and services offered by a rental vehicle operator within Pacific Island countries are identified and presented.

Range products or services may include but are not limited to – depot locations, rental inclusions, insurance, loyalty programmes, extra hire items;
evidence is required for one rental vehicle operator per country.

2.5 Type and characteristics of accommodation available to visitors within Pacific Island countries are identified and presented.

Range characteristics may include but are not limited to – customer type, facilities and services available, standard or grading, specific location, chain or franchise affiliation, loyalty programmes;
evidence is required for two accommodation types per country.

Outcome 3

Present information to customers about activities, attractions, and events in Pacific Island countries.

Performance criteria

3.1 Activities, attractions, and events, and their features are identified and presented in accordance with current travel industry resources.

Range two different activities, one constructed attraction, one natural attraction, one event per country.

Outcome 4

Provide travel information for visitors to Pacific Island countries.

Performance criteria

4.1 Time differences between Pacific Island countries and New Zealand are identified.

Range New Zealand Standard Time, New Zealand Daylight Time.

4.2 Seasons in Pacific Island countries are identified and presented.

Range time of year of season, average temperatures.

4.3 Information on health and safety precautions, currency and taxes, and cultural awareness is provided, which is consistent with current conditions existing at the destination.

4.4 Entry requirements are identified and presented in accordance with current regulations.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 June 1995	31 December 2014
Revision	2	24 October 1995	31 December 2014
Review	3	11 April 1997	31 December 2014
Revision	4	23 September 1997	31 December 2014
Review	5	30 April 2001	31 December 2014
Review	6	20 June 2008	31 December 2017
Review	7	12 December 2013	31 December 2021
Rollover	8	20 March 2014	31 December 2021
Review	9	16 February 2017	31 December 2022
Review	10	26 November 2020	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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.