

Title	Demonstrate knowledge of support mechanisms for customers with specific needs in a tourism or travel workplace		
Level	3	Credits	2

Purpose	People credited with this unit standard are able, in a tourism or travel workplace, to: identify and describe specific needs of tourism or travel customers; and identify situations where a tourism or travel customer who has a specific need may require support, and describe support mechanisms that may assist.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

Definition

Specific needs in the context of this unit standard refer to those tourism and/or travel customers who require additional assistance and support, over and above what is usually required. These specific needs may include but are not limited to – disability, age, medical condition, religion, language, agility.

Outcomes and performance criteria

Outcome 1

Identify and describe specific needs of tourism or travel customers.

Performance criteria

- 1.1 Specific needs requiring additional assistance and support are identified and described in terms of tourism or travel customers.

Range evidence is required for four different specific needs.

Outcome 2

Identify situations where a tourism or travel customer who has a specific need may require support, and describe support mechanisms that may assist.

Performance criteria

- 2.1 Situations where a tourism or travel customer who has specific needs and may require support are identified in terms of the nature of their needs.

Range evidence is required for three different situations.

- 2.2 Forms of support that may assist tourism or travel customers who have specific needs are described in terms of the nature of their needs.

Range evidence is required for three different areas of need.
two forms of support are required for each area.

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Status information and last date for assessment for superseded versions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	30 April 2001	31 December 2018
Review	2	12 December 2008	31 December 2018
Review	3	16 March 2017	31 December 2024
Review	4	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.