| Title | **Provide services to visitors using information technology systems in a tourism workplace** |
|-------|-----------------------------------------------------------------------|
| **Level** | 3 | **Credits** | 4 |

| Purpose | This unit standard is for people working in a workplace that provides visitor information as part of its core business. |
|---------|---------|
| | People credited with this unit standard are able to, in a tourism workplace: provide services to visitors using information technology systems; and optimise the effectiveness of information technology systems. |

| **Classification** | Tourism > Visitor Information |
|--------------------|-------------------------------|

| **Available grade** | Achieved |
|---------------------|----------|

### Guidance Information

1    Definitions
     *Tourism workplace* refers to any organisation involved in the New Zealand tourism industry, the inbound tourism industry, or the outbound tourism industry.  Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.
     *Tourism workplace policies and procedures* refer to documented instructions about workplace expectations.  These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

2    This unit standard may be assessed against in a tourism workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.

3    All assessment tasks must be carried out in accordance with tourism workplace policies and procedures.

## Outcomes and performance criteria

### Outcome 1

Provide services to visitors using information technology systems in a tourism workplace.

Range    timely, appropriate, accurate.

**Performance criteria**

1.1        Visitor experience is enhanced by using information technology systems.

          Range        may include but is not limited to – internet, websites and portals, social media, reservation systems, online booking systems, point-of-sale systems, transactional systems, e-mail, office tools; evidence for four systems is required; evidence for three visitor enquiries is required.

**Outcome 2**

Optimise the effectiveness of information technology systems in a tourism workplace.

**Performance criteria**

2.1        Information technology systems are maintained and updated to meet tourism workplace requirements.

          Range        may include but is not limited to – internet website links, social media, local business directories, contact details, accommodation status list, providers of tourism products.

| **Planned review date** | 31 December 2028 |
|---|---|

**Status information and last date for assessment for superseded versions**

| **Process** | **Version** | **Date** | **Last Date for Assessment** |
|---|---|---|---|
| Registration | 1 | 18 September 2014 | 31 December 2025 |
| Review | 2 | 16 February 2017 | 31 December 2025 |
| Review | 3 | 24 August 2023 | N/A |

| **Consent and Moderation Requirements (CMR) reference** | 0112 |
|---|---|

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.