

Title	Operate systems and processes in a visitor information centre		
Level	4	Credits	10

Purpose	<p>This unit standard is for people working in a workplace that provides visitor information as part of its core business.</p> <p>People credited with this unit standard are able to: prepare the delivery of visitor information; provide visitor information; operate a reservation system in a visitor information context; compile and maintain data and reference material; and complete visitor information duties.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Guidance Information

- Evidence for this unit standard must be obtained in a workplace. All assessment tasks must be carried out in accordance with tourism workplace policies and procedures.
- Definitions

Database refers to a collection of data referring to the same subject, in an ordered way. This may or may not be managed by a computer program.

Famils refer to familiarisation visits that visitor information staff undertake on a regular basis to maintain their knowledge of a local area.

Feedback refers to the reaction of a visitor who has experienced visitor information services. Feedback may be requested in verbal or written form, and typically covers feelings, levels of satisfaction, strengths and weaknesses, business performance, and suggested improvements.

Industry updates include but are not limited to – conferences and product launches.

Tourism products refer to products and/or services. Tourism products include travel products.

Tourism 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.

Vouchers can also mean tickets and refer to a form of tangible confirmation that a visitor has purchased or booked a tourism and/or travel product.

Outcomes and performance criteria

Outcome 1

Prepare the delivery of visitor information.

Range may include but is not limited to – databases, resources, signage, displays.

Performance criteria

1.1 Visitor information and supporting services are prepared for delivery.

Outcome 2

Provide visitor information.

Range evidence is required that the candidate confirms the required visitor information using acceptable feedback techniques.

Performance criteria

2.1 Required visitor information is determined.

2.2 Information is provided to meet visitor requirements.

Range may include but is not limited to – immediate need.

2.3 Additional or supplementary information that adds value to the visitor experience is offered.

Range may include but is not limited to – other options, complimentary services, additional information, directions, hints or tips, latent need.

Outcome 3

Operate a reservation system in a visitor information context.

Range may include but is not limited to – manual, electronic, telephone, internet.

Performance criteria

3.1 Reservation database is updated and maintained.

3.2 Vouchers are issued and/or redeemed to meet client requirements.

Outcome 4

Compile and maintain data and reference material.

Performance criteria

- 4.1 Stationery and/or publicity materials are ordered that meet visitor and industry requirements.
- Range may include but is not limited to – brochures, booklets, pamphlets, maps, forms, vouchers, receipts.
- 4.2 Classification and maintenance of reference materials are met for the requirements of visitor and industry information.
- Range may include but is not limited to – maps, books, photographs, timetables, guidebooks, interpretative material.
- 4.3 Content of databases are met for the requirements of visitor and industry.
- Range may include but is not limited to – internet website links, local business directory, contact details, accommodation status list, providers of tourism products.
- 4.4 Information collected from families and/or industry updates is current and is communicated to colleagues.
- Range communication may include but is not limited to – report, presentation, display, computer file.

Outcome 5

Complete visitor information duties.

Performance criteria

- 5.1 Financial duties relevant to visitor information activities are undertaken.
- Range may include but is not limited to – cash handling, accounting for sales, processing outstanding transactions or vouchers, making payments to suppliers.
- 5.2 Any stock and product reconciliations required are completed.
- Range may include but is not limited to – checking stock levels in customer area, checking stock levels in storage, ordering stock, reconciliation of stock levels versus sales figures.
- 5.3 Valuable items and premises are secured.
- Range may include but is not limited to – cash, vouchers, equipment, display items, personal belongings.

Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 November 2001	31 December 2014
Review	2	22 May 2009	31 December 2016
Rollover and Revision	3	18 September 2014	31 December 2025
Review	4	16 February 2017	31 December 2025
Review	5	24 August 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.