

Title	Describe and process retail payments in a tourism workplace		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to differentiate between selected forms of payment; and process payments.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

- Definition**
Tourism workplace refers to any organisation involved in the domestic 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.
- 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.

Outcomes and performance criteria

Outcome 1

Differentiate between selected forms of payment.

Performance criteria

- Forms of payment accepted by the workplace are described in accordance with tourism workplace policies and procedures.

Range	may include but is not limited to – cash, EFTPOS, credit card, workplace vouchers, PayPal, UATP card, POLiPay, company invoice; evidence of three is required.
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Outcome 2

Process payments.

Performance criteria

- 2.1 Payments are processed without error and in accordance with tourism workplace policies and procedures.

Range evidence is required for three types of payment.

Replacement information	This unit standard and unit standard 23769 replaced unit standard 21231.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 January 2008	31 December 2016
Rollover and Revision	2	18 September 2014	31 December 2018
Review	3	16 March 2017	31 December 2024
Review	4	27 April 2023	31 December 2024

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.