

Title	Provide client services in a visitor information centre		
Level	4	Credits	4

Purpose	<p>This unit standard is for people working in a visitor information centre.</p> <p>People credited with this unit standard are able to provide client services in a visitor information centre.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Guidance Information

- Definitions**
DOC refers to the Department of Conservation, a central government agency responsible for the conservation of New Zealand's natural and historic heritage.
Visitor information centre 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 visitor information centre 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.
- All assessment tasks must be carried out in accordance with visitor information centre workplace policies and procedures.

Outcomes and performance criteria

Outcome 1

Provide client services in a visitor information centre.

Range includes but is not limited to – tours, travel accommodation, regional information, weather, activities and attractions, retail opportunities, maps and directions, linking with Information Centre, linking with DOC office; evidence is required for three client service transactions.

Performance criteria

- Client requirements are identified.

1.2 Advice to clients is provided.

1.3 Sale is closed.

Range may include but is not limited to – upselling, cross-selling.

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Status information and last date for assessment for superseded versions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	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
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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 WDC qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.