

FIELD SERVICE SECTOR

Review of *Travel* and *Visitor Services* unit standards

Subfield	Domain	Id
Tourism	Travel	3734, 3750, 18204, 18212, 18215-18217, 18220, 18225, 18235, 18282, 18283
	Visitor Services	18228, 20490

The Aviation, Tourism and Travel Training Organisation (ATTTO) has completed the review of the unit standards listed above.

Date new versions published

February 2009

Planned review date

December 2014

Summary of review and consultation process

The ATTTO carried out the review following indications from industry there was a need to undertake a major review of some of the tourism and travel qualifications. All the existing unit standards from the Travel and Visitor Services domains were posted on the ATTTO website and emails sent out asking workplaces, training providers, and schools to comment on them. This was to determine whether or not any of the existing unit standards within the Travel and Visitor Services domains were still fit for purpose. Several advisory group meetings were held around the country; experienced and qualified industry people were selected to attend these meetings. Discussions focussed on the essential skills, knowledge, and attitudes required for those entering the tourism and travel industries.

Draft unit standards were developed and sent out to advisory group members and training providers for feedback. All feedback was considered, and where appropriate, incorporated into the unit standards. The review was used to address issues of currency and accuracy.

These unit standards have been reviewed and developed in preparation for the review of the National Certificate in Travel (Level 3) [Ref: 0112].

Main changes resulting from the review

The review process has resulted in the following changes to the unit standards:

- Unit standards 25505 and 25506 have replaced unit standard 3734.
- Unit standard 25499 has been developed to replace unit standards 18225 and 18283. This new unit standard allows for more detailed assessment to better reflect industry requirements, and is Level 3, 10 credits.
- Unit standard 3750 has been updated to reflect changes that have occurred in industry.
- Unit standards 18212 and 18228 have been amended to better reflect industry requirements. Unit standard 18228 now has a credit value of 8.
- Credits for unit standards 18215 and 18282 have decreased to 4 while the credit value of unit standard 18220 has increased to 4. The performance criteria and range statements of these unit standards have been modified to better reflect industry requirements.

- Unit standard 20490 has been changed to allow for more detailed assessment.
- Unit standard 25508 has replaced unit standard 18235.
- Unit standards 18204, 18216, and 18217 have been designated expiring and will not be replaced.
- Unit standards 25500-25504, 25507, and 25509 are new unit standards that have been developed to fill gaps identified by industry.

Unit standards categorised as category C or D expire at the end of December 2011.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Id	Level	Nature of accreditation	Id	Level
Standard	3734	3	Standard	25505, 25506	3
Standard	18235	3	Standard	25508	3

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

In the following tables qualifications that contain unit standards in both categories are identified in the *Affected* table, with the items that generated the *Affected* status in **bold**.

The following ATTTO qualifications are affected by the outcome of this review and are currently under review or will be reviewed in 2009.

Qualification title	Classification or standard in the qualification
National Certificate in Tourism Conventions and Incentives [Ref: 0723]	18225
National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901]	18228
National Certificate in Tourism (Tour Leadership) [Ref: 0902]	18220, 18228
National Certificate in Tourism (Visitor Information) [Ref: 0311]	18215, 18225, 18228, 20490
National Certificate in Travel (Level 3) [Ref: 0112]	3734, 18204, 18215-18217, 18220, 18228, 18235, 18282, 18283, 20490
National Certificate in Travel (Level 4) [Ref: 0113]	18225, 18282, 18283

The following qualification is also affected by the outcome of this review. The standard setting body (SSB) has been advised that it requires revision.

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Freight Forwarding (International Freight Forwarding) [Ref: 1244]	18235	Tranzqual ITO

Review Categories and changes to classification, title, level and credits

All changes are in **bold**.

Key to review category

- A** Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
- B** Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
- C** Major changes that necessitate the registration of a replacement standard with a new Id
- D** Standard will expire and not be replaced

Subfield Tourism
Domain Travel

Id	Title	Level	Credit	Review Category
3734	Process travel requirements using a computer reservation system	3	10	C
25505	Process short haul air travel requirements using a computer reservation system	3	5	
25506	Process short haul ground travel requirements using a computer reservation system	3	5	
3750	Sell, process, and advise on foreign exchange for travel	3	2	B
18204	Demonstrate knowledge of and process reservations for domestic water transport	3	3	D
18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8	B
18215	Demonstrate knowledge of and process domestic air travel	3	8 4	B
18216	Demonstrate knowledge of and process domestic land transport	3	8	D
18217	Demonstrate knowledge of and process domestic and international accommodation	3	4	D
18220	Advise on and sell travel insurance	3	3 4	B
18225	Sell tourism and travel products to customers and demonstrate knowledge of customer databases	4	6	C
18283	Sell and process travel requests in a travel industry environment	4	8	C
25499	Provide quotations, complete reservations, and process travel arrangements for customers in a retail travel environment	3	10	

Id	Title	Level	Credit	Review Category
18235	Demonstrate knowledge of International Air Transport Association (IATA) world geography	3	4	C
25508	Demonstrate knowledge of world travel geography	3	3	
18282	Advise customers of regulatory requirements for international air travel	3	5 4	B
25500	Demonstrate knowledge of consolidation quotation consultant role responsibilities, and complete quotation tasks	3	5	New
25501	Demonstrate knowledge of consolidation ticketing consultant role responsibilities, and complete ticketing tasks	3	5	New
25502	Demonstrate knowledge of wholesale travel ticketing consultant role responsibilities, and complete ticketing tasks	3	4	New
25503	Identify and access travel product information and travel-related information	3	3	New
25504	Demonstrate knowledge of retail travel operations	3	4	New
25507	Use a travel management system to manage client files and process travel arrangements for clients	3	5	New
25509	Demonstrate knowledge of wholesale travel operations	3	4	New

Subfield Tourism
Domain Visitor Services

Id	Title	Level	Credit	Review Category
18228	Provide information about specified regions in New Zealand as tourist destinations Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	6 8	B
20490	Outline and apply contract legislation relating to the tourism and travel industry Outline and apply contract legislation and common law principles to the tourism industry	4	6	B