

**Field      Service Sector****Review of *Tourism* unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Tourism	Travel	18205-18208, 18213, 18214, 18218, 18219, 18222
	Visitor Services	18209

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

**Date new versions published**

**July 2010**

**Planned review date**

**December 2015**

**Summary**

These unit standards were reviewed to reflect changes within the travel industry and in preparation for the review of the National Certificate in Travel (Level 4) [Ref: 0113].

The review involved nationwide advisory group meetings which were attended by experienced and qualified industry representatives. Then, draft versions of the reviewed and new unit standards were developed and sent to the Industry Advisory Group and the wider consultation network - which included representatives from industry and providers. The Industry Advisory Group endorsed the final version of these unit standards.

**Main changes**

- Unit standards 18205, 18206, 18213, 18214, 18218, and 18222 were updated to better reflect industry requirements.
- The credit value of unit standard 18206 increased from 4 to 6.
- The credit values of unit standards 18213 and 18214 decreased from 10 to 8.
- The credit value of unit standard 18218 decreased from 15 to 12.
- Unit standard 18207 was replaced by four new unit standards 26461, 26462, 26463, and 26464.
- Unit standard 18209 was replaced by unit standard 26472.
- Unit standard 18219 was replaced by unit standard 26465.
- Unit standards 26466, 26467, 26468, 26469, 26470 and 26471 are new unit standards that were developed to fill gaps identified by industry.
- Unit standard 18208 was designated expiring.

The *Registration Criteria for National Qualifications Framework (NQF) Unit Standards* have been reviewed and replaced with the *Quality assurance criteria for the listing of unit standards on the Directory of Assessment Standards*. The changes made to the criteria during this review reflect the replacement of the NQF and the Register with the New Zealand Qualifications Framework (NZQF) and the Directory of Assessment Standards, the inclusion of criteria for grades, and changes to terminology and format of unit standards. The main changes to terminology are that:

- Special Notes were renamed *Explanatory notes*
- Elements were renamed *Outcomes*
- Performance Criteria were renamed *Evidence requirements*.

The unit standards covered by this report have been published in the new format.

### **Category C and D unit standards will expire at the end of December 2012**

#### **Impact on existing accreditations**

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or ID	Level	Nature of accreditation	Classification or ID	Level
Standard	18207	3	Standard	26461, 26462, 26463, 26464	3
Standard	18209	3	Standard	26472	3

#### **Impact on Accreditation and Moderation Action Plan (AMAP)**

AMAP 0078 has been updated to reflect the changes made to the unit standards.

#### **Impact on registered qualifications**

Key to type of impact	
<b>Affected</b>	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
<b>Not materially affected</b>	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following Aviation, Tourism and Travel Training Organisation qualification is affected by the outcome of this review and will be updated when it is reviewed in 2010.

Qualification Title and Reference	Classification or ID
National Certificate in Travel (Level 4) [Ref: 0113]	18206, 18207, 18208, 18213, 18214, 18218, 18219

## Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</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
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

### Service Sector > Tourism > Travel

ID	Title	Level	Credit	Review Category
18205	Demonstrate knowledge of and process reservations for cruises outside New Zealand	4	4	B
18206	Demonstrate knowledge of and process reservations for coach and overland tours operating outside New Zealand	4	4 <b>6</b>	B
18207	Demonstrate knowledge of selected countries as tourist destinations	3	10	C
<b>26461</b>	<b>Demonstrate knowledge of Asian countries as tourist destinations</b>	<b>3</b>	<b>8</b>	
<b>26462</b>	<b>Demonstrate knowledge of Central American and/or South American countries as tourist destinations</b>	<b>3</b>	<b>8</b>	
<b>26463</b>	<b>Demonstrate knowledge of European countries as tourist destinations</b>	<b>3</b>	<b>8</b>	
<b>26464</b>	<b>Demonstrate knowledge of Middle Eastern and/or African countries as tourist destinations</b>	<b>3</b>	<b>8</b>	
18208	Process service fee charges in a travel environment	4	2	D
18213	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination	3	10 <b>8</b>	B
18214	Demonstrate knowledge of the United States and Canada as a tourist destination	3	10 <b>8</b>	B
18218	Construct and ticket air fares using International Air Transport Association (IATA) principles	4	15 <b>12</b>	B
18219	Demonstrate knowledge of and process international air travel	4	6	C
<b>26465</b>	<b>Demonstrate knowledge of and process reservations for international air travel originating from New Zealand</b>		<b>8</b>	
18222	Research and market a group tour	4	8	B
<b>26466</b>	<b>Deal with customer complaints in the travel industry</b>	<b>4</b>	<b>3</b>	<b>New</b>
<b>26467</b>	<b>Deal with a difficult situation in the travel industry</b>	<b>4</b>	<b>3</b>	<b>New</b>
<b>26468</b>	<b>Produce itineraries and quotations, and complete travel reservations and documentation for groups</b>	<b>4</b>	<b>8</b>	<b>New</b>

ID	Title	Level	Credit	Review Category
26469	Process long haul air travel requirements using a computer reservation system	4	6	New
26470	Demonstrate knowledge of and provide flight options and fare quotes for air travel using the Internet	4	4	New
26471	Demonstrate knowledge of and prepare quotes for specialist travel products outside New Zealand	4	3	New

## Service Sector &gt; Tourism &gt; Visitor Services

ID	Title	Level	Credit	Review Category
18209	Respond in writing to enquiries and complaints in the tourism and travel industry	3	3	C
26472	Demonstrate knowledge of and deal with customer complaints in a tourism workplace	3	4	